Practical Guides and Tools
EUAA Practical Guides and Tools

in support of asylum processes and reception systems

2024
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Foreword

The European Union Agency for Asylum (EUAA, formerly EASO\(^1\)), the EU centre of expertise on asylum, supports EU Member States and the Schengen associated countries (EU+ countries) in the continuous improvement of the quality, fairness and efficiency of their asylum procedures and reception systems. With the ultimate goal of achieving convergence in the implementation of the Common European Asylum System (CEAS), the EUAA develops practical tools and guidance to help increase the knowledge and technical skills of asylum practitioners working in the field of international protection.

The practical guides and tools are developed based on Member State expertise and analysis gathered and shared in the framework of dedicated thematic networks on key areas of asylum. These key areas include access to the asylum procedure, information provision, the Dublin procedure, the examination of the application, reception and applicants with special needs. This catalogue also presents the EUAA Judicial Publications for members of courts and tribunals. The practical guides and tools are the outcome of rigorous cooperation and exchange among Member State experts through the EUAA networks or through the Quality Matrix process\(^2\). In addition, the tools are drafted with valuable input from the European Commission, the United Nations High Commissioner for Refugees (UNHCR) and other relevant organisations, which are consulted according to the topic and nature of the tool.

The purpose of the practical guides and tools is to provide practical support to Member State authorities such as national asylum and migration authorities, to regional or local services and any personnel in direct contact with applicants for international protection including first-contact officials, reception officers, registration officers, case officers, vulnerability experts, Dublin practitioners and quality officers.

The tools translate the legal obligations, standards and good practices into commonly agreed guidance in various user-friendly formats, including checklists, pocketbooks, posters and web-based interactive tools.

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\(^1\) On 19 January 2022, the European Asylum Support Office (EASO) became the European Union Agency for Asylum (EUAA). All references to EASO, EASO products and bodies should be understood as references to the EUAA.

\(^2\) The process through which the EUAA aims to comprehensively map practices across the EU+ countries in implementing key thematic elements of the common legal framework and to identify examples of good practices and relevant tools, projects and initiatives that already exist. For more information, visit [https://www.euaa.europa.eu/asylum-knowledge/asylum-processes](https://www.euaa.europa.eu/asylum-knowledge/asylum-processes).
Built within the framework of CEAS, the guides and tools complement each other and are to be used in conjunction. They are also fully consistent with the upgraded EUAA Training modules (https://www.euaa.europa.eu/training-0) and complementary to the EUAA Judicial Publications (https://www.euaa.europa.eu/asylum-knowledge/courts-and-tribunals).

The EUAA also develops practical tools directly addressed to applicants for international protection. The Let’s Speak Asylum Portal (https://lsa.euaa.europa.eu/) has been developed for this target group.
This toolkit on access to the asylum procedure was jointly developed by the EUAA and the European Border and Coast Guard Agency (Frontex) in close collaboration with the European Union Agency for Fundamental Rights (FRA) and UNHCR.

The toolkit is intended to support the identification of third-country nationals and stateless persons who may wish to apply for international protection.

- Each toolkit folder includes:
  - **Practical guide**: providing guidance on core obligations of the first-contact officials, the rights of persons in need of international protection and information on applicable procedural guarantees;
  - **Poster**: presenting the 10 main messages on access to the asylum procedure;
  - **Pocketbook**: featuring the core principles and main messages;
  - **Leaflet on frequently asked questions**: providing answers to some of the common questions that first-contact officials may have on access to the asylum procedure;
  - **Video**: providing guidance on the core obligations of first-contact officials at the borders or in detention facilities.

**TARGET GROUP**

**First-contact officials**

- [https://www.youtube.com/watch?v=CZBoO2T9fso](https://www.youtube.com/watch?v=CZBoO2T9fso)
Registration – Lodging of applications for international protection

This practical guide presents a comprehensive approach for the lodging of applications for international protection. The tool is based on the relevant EU legal provisions and good practices gathered from Member States. It provides practical guidance to registration officers in their daily work and supports managers in strengthening the national registration process.

The guide provides structured guidance on registration procedures, including procedures related to special needs and Dublin considerations.

TARGET GROUP
Registration officers

Information Provision – Access to the asylum procedure

This practical guide aims to support EU+ country officials providing information to applicants during access to the asylum procedure. The guide outlines the basic principles for information provision and communication techniques.

TARGET GROUP
First contact officials, registration officers, information providers and policymakers

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PUBLICATION DATE
02/2023

ISBN
978-92-9465-825-8

INFORMATION PROVISION

Let’s Speak Asylum Portal for Information Provision

The portal offers a library of methodological and operational guidance, information provision products and more to help officials and other professionals design effective communication and information provision activities.

What will you find on the portal:

- Methodological guidance on how to communicate with and provide information to applicants for international protection.
- Further guidance, practical tips and key information provision messages on four thematic areas: asylum procedure, Dublin procedure, reception and resettlement.
- EUAA information provision materials (posters, brochures, animations and leaflets for different target groups) accompanied by ‘how to use’ manuals explaining how, when and with whom to use a specific material, with some materials also including a ‘script’ on how to organise group information sessions. Translations in EU and non-EU languages are available.
- Easy-to-understand illustrations and icons which can be downloaded for free and used when developing information provision materials.
- A library with selected information provision products, developed by EU+ country authorities and other entities to serve as a source of inspiration. Other products that may inspire others can be shared with the EUAA.

More content will be available on the portal in 2024.
LSA PORTAL MATERIAL

Access to the asylum procedure

- Video, manual slide presentation and automatic slide presentation ‘What you need to know about the first steps of the asylum procedure’
- Posters for first contact
- Brochure on access to the asylum procedure (during registration and lodging)

Dublin procedure (family reunification)

- Poster on Dublin family reunification – Child
- Poster on Dublin family reunification – Adult

Children in reception

- Animation on rights and obligations of accompanied and unaccompanied children in reception
- Animation on safety rules for accompanied and unaccompanied children
- Brochure for unaccompanied children on rights and obligations in reception
- Brochure for accompanied children on rights and obligations in reception

Vulnerabilities and special needs

- Poster on self-identification of vulnerabilities and special needs
- Brochure on self-identification of vulnerabilities and special needs

TARGET GROUP

Officials of national authorities and any other staff or organisations working or involved in information provision in the context of asylum and reception in the EU context

https://lsa.euaa.europa.eu/
Determining which Member State should be responsible for assessing an application for international protection is one of the first things that needs to happen in an asylum procedure. In a Dublin pathway presented in this guide, more detail is provided about the Dublin procedure and the information needs of applicants during the different stages of the procedure. In order to provide practical examples of how information needs may look for different applicants during the procedure, the reader can follow the pathway through the procedure for four fictional applicants.

The practical guide further contains a section with frequently asked questions from applicants, and the suggested answers, as well as a section on how to address common misconceptions about the Dublin system. Finally the practical guide contains checklists and visual aids on family unity and the timelines in the Dublin system to assist information providers.

TARGET GROUP
First-contact officials, registration officers, Dublin practitioners, reception officers tasked with information provision, cultural mediators and interpreters

Recommendations on Information Exchange between Dublin Units

The recommendations provide an overview of the information exchange procedure and explain the scope of Article 34 requests. Recommendations cover the workflow of an incoming and an outgoing information request, how to draft clear requests and replies and how to organise the Article 34 procedure.
Recommendations on the Operational and Technical Use of DubliNet

Recommendations on the operational and technical use of DubliNet will support Member States in harmonising the technical and practical operation of DubliNet. It provides support to the day-to-day operation of the system and recommendations address the reporting of incident and handling downtime.

TARGET GROUP
Dublin practitioners and policymakers

https://europa.eu/publications/recommendations-dublinet

PUBLICATION DATE
12/2021

ISBN
978-92-9465-580-6

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https://op.europa.eu/s/zipc
The Implementation of the Dublin III Regulation: Personal interview and evidence assessment

This practical tool has been developed to support Dublin practitioners in their daily work in the implementation of the Dublin III regulation.

The guide looks at two particular topics in the context of the Dublin procedure: personal interview and evidence assessment.

The guide is structured in three layers, which are to be used either independently or in an interlinked manner:

- guidance through the different elements of the conduct of personal interview and evidence assessment in the context of the Dublin system;
- checklists as a practical reminder for those conducting personal interviews and evidence assessment;
- references to legislation, relevant case-law and additional sources.

TARGET GROUP

Dublin practitioners

Dublin Procedure: Operational standards and indicators

This guidance aims to help Member States with operationalising the existing legal provisions of the Dublin III regulation and applying them in a harmonised way. It presents a tool to support the technical operation of the Dublin units, which can also be used as an instrument for self-assessment.

The guidance is structured in 12 thematic sections covering all steps of the Dublin procedure from identifying a Dublin case to the moment of the transfer. Each section includes specific common standards and indicators to facilitate the assessment of the achievement of the standards. Dedicated boxes including good practices and clarifying remarks support the interpretation of the guidance.

The guidance is also available in html format.
The recommendations provide guidance reflecting commonly agreed best practices in the field of Dublin transfers. These recommendations are intended for all staff categories that are involved in the planning, organisation and execution of Dublin transfers. The majority of the recommendations are intended for Dublin case officers and staff in Member States authorities working operationally on Dublin transfers.

TARGET GROUP

Case officers, Dublin practitioners and policymakers involved in the planning, organisation and execution of Dublin transfers


PUBLICATION DATE
04/2023

ISBN
978-92-9465-833-3

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https://op.europa.eu/s/zlgp
Recommendations on Family Reunification within the Dublin Procedure

These recommendations aim at facilitating cooperation, increasing quality standards and supporting the harmonisation of processes among Member States in family reunification cases in the Dublin procedure.

TARGET GROUP

Managers, policy officers, quality officers and legal advisers


PUBLICATION DATE

09/2023

ISBN

978-92-9485-216-8

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https://op.europa.eu/s/zEQ3
EXAMINATION OF THE APPLICATION

CORE PRACTICAL GUIDES

Personal Interview

Being the first practical tool developed within the EUAA Quality Matrix process, this practical guide is designed to assist case officers across the EU+ countries in their daily work. It provides a practical checklist and brief guidance in five stages relating to the conduct of the personal interview. This includes preparation for the personal interview (Section 1), opening the interview and providing information (Section 2), conducting the interview (Section 3), including guidance regarding the substance of the application which needs to be explored during the interview (Section 4) and closing the interview and post-interview actions (Section 5).

The guidance provides hyperlinks to legal references which can be accessed directly for further consultation.

TARGET GROUP
Case officers and quality officers


PUBLICATION DATE 10/2014
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Qualification for International Protection

This guide assists case officers in the examination of applications for international protection and the application of the legal criteria on who qualifies for international protection, referring to both refugee status and subsidiary protection.

The guide includes checklists, guidance and references to legislation and case-law to support the case officer in assessing whether the individual applicant qualifies for international protection.

The practical guide, which is also available in HTML format, includes a decision tree that describes all the steps in the decision-making process.

The decision tree flow chart is available in poster format.

TARGET GROUP
Case officers and quality officers

Evidence and Risk Assessment

This guide provides a comprehensive methodology as well as core guidance to the case officer on the three steps of the evidence and risk assessment. The steps are:

- gathering information
- credibility assessment
- risk assessment.

It includes practical tools and features, such as a checklist, flowcharts and examples.
Exclusion

This guide was developed to assist in the detection and examination of potential exclusion cases. The guide focuses on exclusion grounds under Article 12(2) and Article 17 of Directive 2011/95/EU and covers the following aspects:

- what is exclusion?
- detection of potential exclusion cases;
- referral and procedural guarantees;
- interview with a focus on exclusion covering the preparation and conduct of the interview;
- evidence assessment;
- legal analysis covering the qualification of excludable acts and individual responsibility;
- drafting the decision elements related to exclusion;
- referral for investigation and/or prosecution.

This tool consists of checklists, guidance and references to the relevant legislation and case-law. The guide also contains space for capturing national approaches.
QUALIFICATION

Internal Protection Alternative

This tool provides guidance to case officers and decision-makers on the internal protection alternative (IPA) and its application. The guide reflects on relevant case-law, national practices and provides practical examples for case officers when exploring and assessing the IPA during all steps of the procedure, such as during the interview and decision-making.

The guide outlines the parameters that need to be taken into consideration by case officers when identifying a potential IPA location and when assessing the IPA criteria in order to decide on its application. This includes the examination of safety, travel and admittance and the reasonableness to settle in the IPA location.

This practical guide is complemented by commonly encountered profiles of applicants and points to consider when case officers assess the IPA criteria. It is also complemented by specific considerations regarding the application of IPA in relation to the cessation clauses and subsequent applications.

TARGET GROUP

Case officers and policymakers, managers and quality officers


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Membership of a Particular Social Group

This guidance supports Member States in applying the concept of membership of particular social group (MPSG) as one of the 1951 Geneva Convention grounds of persecution in the examination process of applications for international protection. This soft convergence tool provides guidance in applying the same legal criteria and common standards when determining who qualifies for international protection.

The guide provides a set of principles and their application, structured in four main parts:

- legal basis of the concept of MPSG;
- legal analysis of the MPSG definition;
- the nexus between MPSG and persecution or absence of protection;
- commonly encountered profiles for which MPSG might be considered.

TARGET GROUP
Case officers, quality officers and policymakers

The use of country of origin information by case officers for the examination of asylum applications

This tool provides guidance to case officers on the practical use of country of origin information (COI) at different stages of the asylum procedure – when preparing and conducting the personal interview and when carrying out the credibility assessment and the risk assessment of the application for international protection. The guide is complemented with information about COI sources and practical tips for basic COI research.

The tool is structured in two layers, which can be used independently:

- guidance through the different parts of the procedure of examining the application for international protection highlighting the role of COI and its standards;
- a checklist of recommended steps during the procedure of examining the application for international protection related to the use of COI.

TARGET GROUP
Case officers, quality officers and legal advisers

Exclusion for Serious (Non-political) Crimes

This guide covers the main elements of the exclusion examination and explains the constitutive elements of the ground of serious (non-political) crimes, the interplay between exclusion for serious (non-political) crimes and closely related provisions, as well as its relation to criminal proceedings.

The annexes contain additional information on the circumstances that can be taken into account as part of the individual analysis of the seriousness of a crime. They also contain information on the relevant principles and notions of criminal law and criminal procedure law.

TARGET GROUP
Case officers, quality officers and legal advisers


https://op.europa.eu/s/wf0B
Interviewing Applicants with Religion-based Asylum Claims

This guide helps case officers conduct fairer and more efficient interviews in view of the complexity and challenges posed by religion-based asylum claims. The guidance aims to improve case officers’ understanding of the concept of religion in the context of international protection and to support the creation of appropriate conditions for the personal interview.

Guidance is offered on the elements that should be explored during the personal interview, tailored to specific types of commonly encountered religion-based asylum claims, i.e.:

- conversion to another religion;
- leaving one’s religion to adhere to atheistic, agnostic or non-religious systems of belief;
- religious minorities;
- conscientious objectors to military service for reasons of religion;
- gender-based religious persecution.
Political Opinion

This practical guide aims to provide case officers with a framework for the examination of applications for international protection based on political opinion.

TARGET GROUP

Case officers, policymakers, quality officers and legal advisers

Interpretation in the Asylum Procedure

This guide and tools on interpretation in the asylum procedure include:

**Practical Guide on Interpretation in the Asylum Procedure**

This guide informs interpreters on what to expect when performing their tasks, explains their role and the key principles to uphold. It provides guidance on how to interpret in line with international standards.

**Essential Rules on Interpretation in the Asylum Procedure**

The poster describes ten essential rules to keep in mind when interpreting in the asylum procedure.

**Checklists on Interpretation in the Asylum Procedure**

The checklists can be used by interpreters:

- before undertaking their assignments, to remind themselves of key aspects necessary to ensure the quality of their interpretation;
- after completing their assignments, as a self-assessment tool to identify which aspects need to be improved.

**TARGET GROUP**

Interpreters, interpreter coordinators, quality assurance officers and case officers

Quality matrix synthesis report on personal interview, evidence assessment and qualification

This report gives an overview of the practices of EU+ country asylum administrations regarding the personal interview, evidence assessment and qualification for international protection, focusing on overall trends. The report provides an insight into the practices of EU+ country asylum administrations at a general, aggregated level.
Upcoming Practical Guides

- Applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC): Examination procedure
- Nationality
SPECIAL PROCEDURES

The Application of Cessation Clauses

This guide provides guidance to case officers when examining the application of cessation clauses and also to policy officers when implementing national workflows in the context of the cessation process.

The tool is structured in two layers that address the application of the cessation clauses in a comprehensive manner. It provides guidance on:

- the substance of the assessment of the cessation provisions including individual behaviour of the beneficiaries leading to cessation; change of circumstances in the country of nationality / habitual residence; exemptions to the application of cessation; legal consequences of cessation; and special circumstances when examining cessation;

- the implementation of the cessation process in practice including workflows of the cessation process; procedural considerations during the implementation; checklists, points to consider and practical examples in the context of personal interviews on cessation; and the application of the burden of proof in cessation, legal analysis of cessation decisions.

The guide also reflects on the special circumstances when examining cessation such as on practical challenges encountered when communicating with beneficiaries and on the organisation of large-scale cessation exercises.

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TARGET GROUP

Case officers, policymakers, managers and quality officers

Subsequent Applications

The aim of this tool is to provide guidance to case officers on the examination process and the special procedural rules for assessing subsequent applications. To this end, the guide focuses on three main aspects:

- specific rules of procedure applied for the assessment of subsequent applications;
- interpretation and application of relevant concepts related to subsequent applications;
- exploration of the specific situations in which a subsequent application could be submitted.

TARGET GROUP

Case officers and policymakers


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12/2021

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https://op.europa.eu/s/wf0z
Practical Recommendations on Conducting the Personal Interview Remotely

These recommendations were developed in the context of the COVID-19 emergency situation. They provide guidance on the conduct of remote personal interviews based on good practices from across the EU+ countries and existing EUAA guidance. The recommendations elaborate the procedural safeguards and practical recommendations that asylum authorities may want to consider when preparing and conducting a remote personal interview, including the:

- technical arrangements, security and confidentiality;
- practical arrangements prior, during and after the interview;
- legal considerations;
- interview techniques and quality-related considerations;
- vulnerability-related considerations.

TARGET GROUP

Case officers and policymakers


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Practical Recommendations on Conducting Remote/Online Registration (Lodging)

These recommendations were developed in the context of the COVID-19 emergency situation. They focus on alternative solutions for the registration (lodging) of an application for international protection. Practical recommendations are provided on how to introduce remote, online or IT elements into the registration process in order to render the overall process more efficient and better organised. The recommendations elaborate the procedural safeguards and practical recommendations that asylum authorities may want to consider when facilitating the lodging of applications for international protection online/remotely.

TARGET GROUP

Case officers and policymakers


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06/2020  https://op.europa.eu/s/peLS
QUALITY ASSURANCE IN THE ASYLUM PROCEDURE

Asylum Procedure: Operational standards and indicators

This guidance supports Member States in the practical implementation of key provisions of Directive 2013/32/EU to achieve fair and effective asylum procedures and to strengthen the CEAS at an operational level. The guidance aims to strengthen national asylum procedures at policy level and serves as a reference for the development of national monitoring frameworks and the conduct of self-assessments of the asylum procedure.

The guidance is structured in three areas of interest: access to procedure, guarantees for the applicants and examination of the application.

TARGET GROUP
Policymakers, managers and quality officers and first-contact officials


PUBLICATION DATE
09/2019

ISBN
978-92-9476-572-7

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Quality Assurance Tool: Examining the application for international protection

This tool has been developed to provide EU+ countries with a common framework for internal quality assessment and assurance of applications for international protection.

The tool provides standards and indicators as well as a methodology for the quality assessment of the personal interview and the first-instance decision of cases in substance and on admissibility grounds (known as the safe third country concept).

The tool is available as assessment forms for handwritten notes and as an IT application that provides EU+ countries with a built-in, user-friendly quality assurance tool. This allows for a more streamlined and efficient internal quality assurance process and with reporting functions that provide insights into the overall quality of the interviewing and decision-making processes.

Quality Assurance Tool application

TARGET GROUP

Case officers, quality officers and legal advisers

https://europa.eu/Quality_Assurance_Tool

PUBLICATION DATE

07/2019

ISBN

978-92-9476-356-3

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https://op.europa.eu/s/pelO
Quality Assurance in Asylum Procedures: Examination of applications for international protection

This guide aims to support asylum administrations in implementing a quality management cycle in the asylum procedure and further develop their quality management systems. At the same time, the guide explains how measures can be implemented in practice to ensure the quality of the personal interview and first instance decision. Depending on the setup in national asylum administrations, the guidance and standards included in this guide can also be applied in other areas such as reception, the application of Regulation (EU) No 604/2013 (the Dublin regulation), interpretation, the quality of country of origin information (COI) and other administrative procedures.

TARGET GROUP
Quality assessors, managers, team leaders, coordinators


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Upcoming Practical Guides

- Contingency Planning and Preparedness in the Asylum Procedure: Operational standards and indicators
This guidance supports Member States in the implementation of the key provisions of Directive 2013/33/EU. It can be used at both policy and operational level as a framework for the further development of reception standards at national level and as a tool to support reception authorities in planning and in running of reception facilities.

The guidance is structured in eight key sections, reflecting key areas of the directive, providing standards and measurement indicators as well as good practices:

- housing;
- food;
- clothing and other non-food items;
- daily expenses allowance;
- healthcare;
- provision of information and counselling;
- identification, assessment and response to special needs;
- staff training.

The tool is complemented by the IT app arc.euaa.europa.eu (more information can be found on p. 43).
Reception Conditions for Unaccompanied Children: Operational standards and indicators

This guidance supports EU+ countries in the implementation of key provisions of Directive 2013/33/EU, while ensuring an adequate standard of living for unaccompanied children that takes into account their special reception needs. It can be used at both policy and operational level as a framework for further development of reception standards at national level and as a tool to support reception authorities working with unaccompanied children in planning and in running of reception facilities and providing adequate care according to specific needs.

The standards and indicators laid down in this guidance address the specific needs of unaccompanied children in reception facilities, though the guidance may also be applicable for accompanied children.

The guidance is structured in nine sections providing respective standards, measurement indicators as well as good practice:

- information and representation;
- identification of special reception needs of children;
- allocation;
- day-to-day care;
- staff;
- healthcare;
- education;
- food and clothing;
- housing.

The tool is complemented by the IT app arc.euaa.europa.eu (more information can be found on p. 43).

TARGET GROUP
Reception officers, policymakers and managers of national reception authorities

https://europa.eu/legislation_summaries/internal_market_and_consumer_policy/immigration_en_content_416937

Tool for the Assessment of Reception Conditions

This IT tool provides a practical solution for EU+ countries as it allows authorities to conduct self-assessments of reception conditions at national level. It rests on the common reception standards and indicators outlined in the two EUAA guidance documents on reception published in 2016 (general) and 2018 (unaccompanied children).

Available both as an app and as an offline software, the tool allows EU+ countries to collect, process and share data on performance of reception facilities.

Core technical functionalities of the tool include:

- assessment along with a check box of each relevant indicator with tips and guiding examples provided;
- report production including statistics, graphs and comments on the implementation of standards and indicators;
- voice recognition (in English) for easy recording of comments during an assessment.
- Additional content is also available regarding:
  - operational tips for indicators with practical examples on how to assess a given indicator;
  - assessment methodology including participatory approach and residents’ feedback (to be developed upon completion of the tool);
  - a qualitative and quantitative reporting format.
Contingency Planning in the Context of Reception

This guidance assists the reception authorities of the Member States in their preparedness and ability to cope with situations of mass influx or unexpected events.

The tool provides detailed guidance on contingency planning to facilitate early action, manage future uncertainty and help anticipate and solve problems related to potentially high-influx situations.

The guidance is structured in 13 sections, complemented with checklists and following an integral approach to contingency planning. These sections include:

- management and decision-making;
- information management;
- external coordination;
- budget management and financial resources;
- housing capacity;
- resource management;
- human resources;
- minimum standards relating to reception conditions;
- security/safety and prevention.

TARGET GROUP
Reception officers, policymakers and managers of national reception authorities


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03/2018

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978-92-9494-705-5

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Modular Approach to Reception: Container site designs – EUAA practical tool on the design and management of modular reception centres

This publication guides to relevant stakeholders (e.g. national, regional and local authorities as well as civil society organisations) when designing and building new reception centres according to the EUAA’s standards and guidelines.

TARGET GROUP

Reception authorities, civil society, architects, engineers and reception centre managers

https://europa.eu/temas/immigracion/publicaciones/modular-approach-reception-container-site-designs

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10/2022

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978-92-9400-243-3

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Private accommodation for persons displaced from Ukraine – Practical recommendations on the provision of emergency placement in private accommodation for persons displaced from Ukraine

These recommendations aim to provide practical recommendations to guide relevant stakeholders (national, regional and local authorities as well as civil society organisations) in matching displaced persons with available private accommodation. These practical recommendations do not aim to replace functioning and existing procedures within EU+ countries, regions, municipalities, districts and communities. Instead, these recommendations complement these efforts while ensuring that safeguards for persons in need of emergency shelter and for those providing such accommodation are put in place in a coordinated, safe, effective and systematic manner.

TARGET GROUP
National, regional and local stakeholders and civil society organisations

https://europa.eu/ manslaughter/persons-displaced-from-ukraine
Upcoming Practical Guides and Tools

- Reception: Operational standards and indicators
- Site Assessment and Building Assessment Tool
- Setting Up and Managing an Arrival/Reception Centre
- Applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC): Reception
APPLICANTS WITH SPECIAL NEEDS

Tool for Identification of Persons with Special Needs

The Tool for Identification of Persons with Special Needs (IPSN Tool) is an interactive online solution which allows the user to identify potential special needs in the context of the asylum procedure and reception.

It supports the identification of 14 different categories: accompanied and unaccompanied children, disabled people, elderly people, pregnant women, single parents with minor children, victims of human trafficking, persons with serious illnesses, persons with mental disorders, persons who have been subjected to torture, to rape or to other serious forms of psychological, physical or sexual violence, lesbian, gay, bisexual and intersex persons and people with gender-related special needs.

The tool suggests special guarantees focusing on five aspects:

- first contact – making an application;
- reception support;
- lodging the application;
- personal interview;
- end of the first instance asylum procedure.

Based on the selections made by the user, the tool generates a report, which can be further individualised with a reference number and relevant notes, before being saved and/or printed.

TARGET GROUP

First-contact officials as well as non-specialised staff in contact with applicants for international protection

http://ipsn.europa.eu/

PUBLICATION DATE

2019

LINK TO THE TOOL

http://ipsn.europa.eu/
Age Assessment – Second edition

This guide supports EU+ countries in the implementation of the principle of the best interests of the child when assessing the need for age examination and when designing and undertaking age assessment.

The guide is structured around five interlinked pillars and offers:

- analysis of the impact of age assessment on other rights of the applicant;
- guidance on the application of the necessary principles and safeguards in the assessment process;
- guidance on implementing the assessment process using a holistic and multidisciplinary approach;
- overview of age assessment methods conducted by EU+ countries;
- key recommendations to address practical challenges.

The practical guide provides a set of tools and reference documents such as glossary of terms, international, European and national legal framework and a checklist. It is complemented by two video animations for practitioners and children (more information can be found on page 50).
Video Animation: Age assessment for practitioners

Two video animations complement the practical guide on age assessment.

- The animation on Age assessment for practitioners is directed at reception and asylum officials, migration and law enforcement officers, social workers, radiologists, paediatricians, public prosecutors and other stakeholders. It presents in an easy-to-understand way the key elements of the guidance and the necessary safeguards to ensure a right compliant and reliable age assessment.

TARGET GROUP

Registration officers, quality officers, policymakers, vulnerability experts and professionals involved in the age assessment process

https://youtu.be/wLe8DdsPZvw
Family Tracing

This guide supports EU+ countries on the core aspects of the family tracing process. It also provides an overview of current practices regarding family tracing across EU+ countries.

The guide is constructed around four interlinked pillars:

- introduction to the topic by outlining the circumstances of family tracing;
- a visual outline of the family tracing process, including applicable principles and guarantees;
- overview of current family tracing practices across the EU+ countries;
- conclusions and recommendations promoting consistent standards and guarantees.

Reference materials in the guide include glossary of relevant terms, legal framework, list of relevant projects and initiatives, relevant publications and an overview of the practice of EU+ countries.

TARGET GROUP
Registration officers, quality officers, policymakers, Dublin practitioners, reception officers, vulnerability experts and professionals involved in family tracing process


PUBLICATION DATE
03/2016

ISBN
978-92-9243-987-3

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https://op.europa.eu/s/peL2
The Best Interests of the Child in Asylum Procedures

This guide supports competent Member State authorities in applying the principle of the best interests of the child and enhancing the guarantees within asylum procedures for children. The guide is structured in four sections:

- background elements of the best interests of the child;
- relevant guarantees;
- guidance on how to assess the best interests in practice;
- vulnerability and risk indicators.

The guidance is complemented with an overview of the terminology, a comprehensive checklist as well as relevant policy, guidance and legal framework documents.

TARGET GROUP

Registration officers, quality officers, policymakers, Dublin practitioners, case officers handling the cases of children and vulnerability experts

Asylum Procedures for Children

This report is part of the EUAA’s effort to help Member States mainstream child-related issues in asylum procedures. The report presents national practices and policies on asylum procedures for children, identifying gaps and areas of diverging practice across Member States, highlighting good practices and providing key recommendations to strengthen the protection of children across the EU.

The report traces the practices across EU+ countries along four key topics:

- best interests of the child in asylum procedures;
- asylum procedures for children;
- referral;
- specialisation and training of staff.

The report provides operational definitions and recommendations to respond to the identified challenges undermining the effective protection of children in asylum procedures.

TARGET GROUP

Quality officers, policymakers, case officers handling the cases of children and vulnerability experts


05/2019  978-92-9476-448-5  https://op.europa.eu/s/peL4
Special Needs and Vulnerability Assessment Tool

This tool supports the competent Member State authorities with the assessment of special needs of applicants and identification of timely actions within the reception and asylum process. It provides a common understanding and step-by-step guidance on how to assess special needs.

The tool offers a carefully composed questionnaire in seven thematic sections and a case analysis guide for a special needs assessment of individual cases and related decisions.

The tool can be used either on paper or electronically and is an integral part of the Vulnerability Toolkit comprising the Identification of Persons with Special Needs Tool and the Referral Toolkit.

TARGET GROUP
Reception officers, case officers and vulnerability experts

https://snva.euaa.europa.eu/
Referral toolkit

This toolkit supports the relevant authorities in improving their referral mechanisms for all categories of vulnerable persons in need of international protection. It presents a structured system of referral which can serve as a model for the development or improvement of national referral mechanisms and includes regional and local perspectives. It could also serve as an information provision tool for applicants looking for support.

The tool offers guidance in three main parts:

- standard referral form;
- mapping practical tool;
- referral mechanisms guidelines.

The tool is an integral part of the Vulnerability Toolkit comprising the Identification of Persons with Special Needs Tool and the Special Needs and Vulnerability Assessment Tool.

TARGET GROUP

Policymakers, reception officers, vulnerability experts and professionals handling the cases of persons with special needs


PUBLICATION DATE

2024 (forthcoming)

LINK TO THE TOOL

The Welfare of Asylum and Reception Staff

This guide is intended to assist managers and staff working in the field of asylum and reception with methods, tools and a roadmap to maintain staff wellbeing. It helps ensure a safe and healthy working environment for asylum professionals working with applicants for international protection. The guide is composed of three interlinked parts.

- Part I: Standards and policy proposes eight standards to guide staff welfare policy formulation, implementation and evaluation in the asylum and reception settings of EU+ countries.
- Part II: Staff welfare toolbox proposes a range of practical tools, measures and soft skills training suggestions to be used by managers and first-line workers to meet the standards in staff well-being introduced under Part I.
- Part III: Monitoring and evaluation recommends measures to be put in place to evaluate staff welfare policies and assess how and if the well-being of staff is positively impacted by measures introduced.

The guide is complemented by a video animation on the early identification of signs of stress. It promotes staff welfare in the area of reception and asylum. The animation presents the key elements of recognising signs of stress in a simple way. It also presents the responsibility of teams and colleagues in this process and the simple steps to take to address the well-being of the staff members concerned.

TARGET GROUP
Managers, team leaders and coordinators including human resources and safety and security departments, first-contact officials, reception officers and quality officers

Consultation with Applicants for International Protection on Mental Health

This report aims to capture the voices of applicants for international protection with respect to the mental health concerns some face in asylum and reception. The report lists a set of recommendations by applicants on how to improve reception and the personal interview setting to strengthen resiliency.

TARGET GROUP
Asylum and reception authorities, civil society organisations and professionals supporting applicants for international protection in the area of psychosocial support


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Critical Incident Management in the Field of Asylum and Reception

This report captures the results of a targeted survey launched in 2021 on the topic of incident management. The survey and report focus on the following topics: the types of critical incidents observed in reception and the personal interview situation; understanding how incidents are currently documented, reported and responded to; and where and what the main gaps are. The findings will facilitate the design of tailored and relevant EUAA support to Member States.

TARGET GROUP

Determining and Reception authorities, civil society organisations and those professionals who support applicants and staff alike and impacted by such incidents


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https://op.europa.eu/s/zIpn
Professionals Working in Reception Centres in Europe: an overview of drug related challenges and support needs – Joint report by the EMCDDA and EUAA

This report traces the needs and challenges faced by reception authorities in EU+ countries when working with applicants for international protection who experience substance use-related problems.

TARGET GROUP
Reception and drug response professionals at policy and decision-making level as well as first-contact officials

https://europa.eu/10/2023
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Practical Tools for Guardians

The series, developed in collaboration with the European Union Agency for Fundamental Rights (FRA), consists of the following four practical tools which complement each other:

1. **Temporary protection for unaccompanied children fleeing Ukraine.** This tool focuses on temporary protection. It aims at assisting guardians appointed by Member States in supporting displaced children from Ukraine when registering for the temporary protection and exercising their rights.

2. **Introduction to international protection.** This tool introduces newly-appointed guardians to the concept of international protection, possible forms of protection recognised through the asylum procedure, the relevant legal framework and the rights of the child in the procedure.

3. **The asylum procedure.** This tool supports guardians assigned to children in their daily tasks and responsibilities throughout the asylum procedure. It includes an overview of the asylum procedure with a specific focus on children, the guarantees for children and the role of the guardian in the different phases of the asylum process. The tool also covers what the guardian should do if something unexpected happens, if the age is disputed and how to guarantee a durable solution for the child.

4. **Transnational procedures in the framework of International protection:** A tool to support guardians assigned to children in their daily tasks and responsibilities throughout the asylum procedure. The tool includes an overview of the asylum procedure with a specific focus on children, the guarantees for children and the role of the guardian in the different phases of the asylum process. The tool also covers the guardian should do if something unexpected happens, if the age is disputed and how to guarantee a durable solution for the child.

**TARGET GROUP**

Guardians, policymakers, child protection authorities, asylum authorities, reception authorities and practitioners working with displaced children from Ukraine


**PUBLICATION DATE**

- 11/2022
- 10/2023
- 04/2024

**ISBN**

- 978-92-9400-476-5
- 978-92-9403-438-0
- 978-92-9403-439-7
- 978-92-9403-561-5

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- [https://op.europa.eu/s/zEYa](https://op.europa.eu/s/zEYa)
Video Animation: Psychological First Aid – A brief guide for those working in the first line

This animation explains the concept of psychological first aid to first line officers by emphasising five basic principles: promoting safety, calm, self- and collected efficacy, connectedness and hope. Observing these principles, applicants can re-establish a sense of safety and calm and to stabilise themselves. Approaching applicants with empathy is crucial for their wellbeing. The animation is complemented by instructions on how to use the animation to create awareness on psychological first aid in first-line officers interested in the topic, new recruits and volunteers.

TARGET GROUP
First-line officers, reception officers, volunteers, social workers and mental health professionals

https://www.youtube.com/watch?v=kbxCUeng8ul

PUBLICATION DATE
06/2023

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http://youtube.com/c/EUAAChanne/videos
A Set of Self-Help Tools for Parents, Children and Peer Support

This set of tools is composed of three pocketbooks and is complemented by instructions.

1. **How can I support my child during difficult times?** This pocketbook targets applicant parents who notice a change in the behaviour of their children caused by psychological distress or the accumulation of trauma. The tool provides basic tips on how to support the child in feeling better. It can also be used by professionals working with families for the purpose of raising awareness.

2. **How can I deal with situations in which my parents seem sad, worried, or angry?** This pocketbook targets applicant children who notice a change in their parent’s behaviour due to psychological distress or accumulation of trauma. The tool provides some basic tips on how to stay safe and ask for support. It can also be used by professionals working with children to raise awareness on the topic of distress.

3. **How to handle situations when my friend or sibling is sad, angry or does dangerous things?** This pocketbook targets children who notice a change in their friends or siblings behaviour due to psychological distress or the accumulation of trauma. The tool provides some basic tips on how to stay safe and ask for support. It can also be used by professionals working with children to raise awareness on the topic of distress.

4. **Rolling Out Psychoeducational Material on Psychological Distress to Parents and Children – Instructions for First-line Officers Working in Reception.** These instructions support first-line officers in rolling out the pocketbooks.

**TARGET GROUP**

Reception and drug response professionals at policy and decision-making level as well as first-contact officials


**PUBLICATION DATE**

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- Guidance on Vulnerability: Operational standards and indicators
- Mental Health and Wellbeing of Applicants for International Protection. Part I: Shaping a mental health and wellbeing informed Asylum system and Part II: Rolling out mental health and psychosocial support (MHPSS)
- Applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC): Essential and Cross-Cutting Elements
COMPLEMENTARY JUDICIAL TOOLS

EUAA Judicial Publications

The EUAA develops judicial publications for courts and tribunals in close collaboration with its network of national contact points from Member States and non-member countries, judicial training institutions, judicial associations, the Court of Justice of the European Union, the European Court of Human Rights, UNHCR and other relevant actors.

Developed by judges, for judges, the EUAA Judicial Publications comprise judicial analyses, judicial practical guides and judicial trainers’ guidance notes covering different aspects of the asylum acquis.

The EUAA Judicial Publications cover the following subjects

COMMON EUROPEAN ASYLUM SYSTEM

- Introduction to the Common European Asylum System for courts and tribunals, 2016.

DETENTION

- Detention of applicants for international protection in the context of the Common European Asylum System, 2020

ACCESS TO THE ASYLUM PROCEDURES


EXAMINATION OF THE APPLICATION FOR INTERNATIONAL PROTECTION


EVIDENCE AND CREDIBILITY ASSESSMENT


COUNTRY OF ORIGIN INFORMATION

- Judicial practical guide on country of origin information, 2018.

RECEPTION

- Reception of applicants for international protection, 2020

VULNERABILITY

- Vulnerability in the context of applications for international protection, 2021.

For more information, visit https://euaa.europa.eu/asylum-knowledge/courts-and-tribunals
Contacts

https://ec.europa.eu/eusurvey/runner/f70cdf7f-5dc9-eb1c-2ea9-80e4d8a7fcea
You can provide your feedback on the EUAA practical guides and tools through the feedback form available on the EUAA website: https://euaa.europa.eu/practical-tools-and-guides

More information about the EUAA and its activities

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