

# Thematic Workshops Based on the EUAA Practical Guides and Tools Catalogue



# **Thematic Workshops Based on the EUAA Practical Guides and Tools**

**Catalogue of workshops delivered by the Asylum  
Processes Sector**

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# Thematic Workshops Based on the EUAA Practical Guides and Tools

EUAA practical guides and tools aim to increase the knowledge and technical skills of asylum practitioners across the EU. To support this objective, the EUAA offers a series of thematic workshops based on the practical guides and tools (1). They target the specific needs in the national administrations as identified by the authorities.

This catalogue presents current workshops that are designed and delivered by the EUAA Asylum Processes Sector to staff of asylum administrations and the EUAA Asylum Support Teams. Additional workshops can be organised on other topics depending on the needs identified and the requests received.

**Background information.** The workshops are prepared and delivered in the context of the EUAA's support to its operations as well as in the context of the EUAA's external dimension cooperation (e.g. Western Balkans countries, Türkiye). They can also be delivered in the context of the EUAA's permanent support.

**What are the workshops about?** The workshops convey the key messages of the respective EUAA guidance and tools. They can be tailored to focus on addressing the needs identified by national administrations.

**How are the workshops designed?** The workshops are based on the EUAA practical guides and tools. They can also be designed to include concrete elements pertaining to the caseload at national level, such as specific questions or challenges proposed by participants or discussions around real (anonymised) cases. The workshops incorporate practical and interactive elements such as breakout sessions, case studies, brainstorming and exchanges among participants.

**How are the workshops delivered?** To maintain flexibility and facilitate national administrations, the workshops can be either half a day or one day. The workshops are usually held in person delivered by the EUAA teams on the premises of the interested authority or another venue. In exceptional cases, they can be also held online.

**Who do the workshops address?** The workshops target asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, they address quality officers and legal advisers.

**Workshop requests.** The Asylum Processes Sector invites the national contact points of the Asylum Processes Network to contact our team at [asylum.processes@euaa.europa.eu](mailto:asylum.processes@euaa.europa.eu) for specific workshop requests or additional information.

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(1) EUAA practical tools and their translations are publicly available online on the EUAA website: <https://euaa.europa.eu/practical-tools-and-guides>





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# Evidence and risk assessment

Evidence assessment | Risk assessment | Identification and formulation of material facts | Credibility assessment | Internal and external credibility indicators | Duty to cooperate | Three-step approach | Documentary and other evidence | Risk indicators |

## Credibility indicators

Internal credibility

External credibility

Plausibility

Distortion factors

Individual, impartial, and objective assessment



Key messages – themes in focus – target groups

## Key messages

This workshop provides guidance and practical examples on the three steps of the evidence and risk assessment processes, in particular gathering information (step 1), credibility assessment (step 2) and risk assessment (step 3).

## Themes in focus

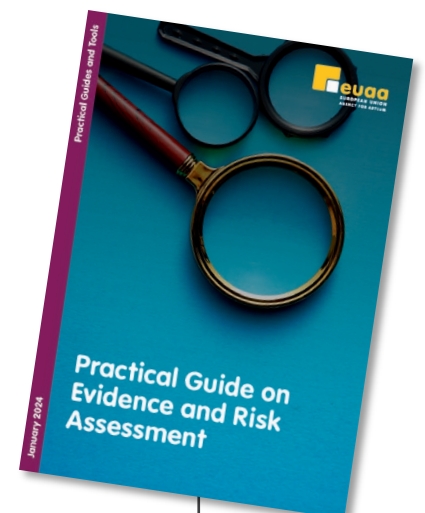
Depending on the needs identified at national level, the workshop can focus on one or more of the steps above and incorporate guidance and concrete examples on the following themes: identification and formulation of material facts, credibility assessment and use of internal and external credibility indicators, application of the duty to cooperate, assessing documentary evidence, consideration of factors of distortion, application of a risk assessment methodology and the consideration of risk-related indicators.

## Target groups

Workshops based on this practical guide tackle core issues identified in the examination of cases by most case officers. This workshop is recommended as a starting point.

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical Guide on Evidence and Risk Assessment* here: <https://euaa.europa.eu/publications/practical-guide-evidence-and-risk-assessment>





# Political opinion

Defining political opinion |  
Expressed political opinion |  
Unexpressed political opinion |  
Imputed political opinion |  
Topics to explore on political  
opinion | Exploring the applicant's  
political profile | Risk analysis

## Brainstormin



## What can be considered 'political opinions'?

- Belonging to a political party
- Expressing a dissenting opinion on a national pension scheme / policy
- Being politically neutral
- A and B
- All of the above



## Key messages – themes in focus – target groups

### Key messages

This workshop presents to case officers the framework for the examination of applications for international protection based on political opinion. During the workshop, participants familiarise themselves with the definitions of political opinion and the different ways political opinion can manifest in practice. The workshop also focuses on how to explore the applicant's opinion during the personal interview depending on their political profile and how to assess this type of claim in practice. Practical examples are provided and discussed, starting from the step of gathering of information all the way to the legal analysis.

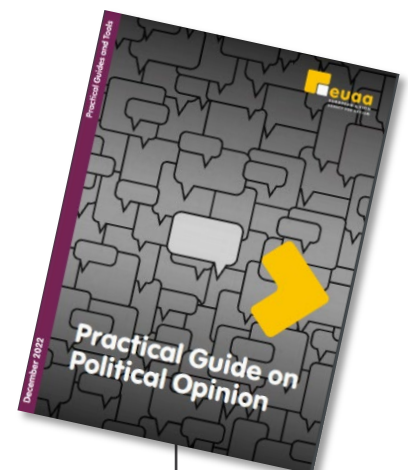
### Themes in focus

Depending on the needs identified, the workshop can focus on specific themes relevant to political opinion such as topics to explore during the personal interview, political opinion expressed through social media, political opinion and refusal to perform military service, political opinion due to an irregular stay abroad, political opinion expressed sur place, political opinion attributed to family members and the risk assessment depending on the applicant's political profile.

### Target groups

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical Guide on Political Opinion* here:  
<https://euaa.europa.eu/publications/practical-guide-political-opinion>



# Interviewing applicants with religion-based claims

Religion based persecution | Recommendations for efficient interviewing | Commonly encountered claims on religion | Conversion to another religion | Religious minorities | Gender related religious persecution | Conscientious objection for reasons of religion |

## Commonly encountered religion-based asylum claims



## Key messages – themes in focus – target groups

### Key messages

This workshop can complement the one on personal interview, with elements specific to claims related to religion. While the focus of this workshop is on the personal interview stage of the asylum procedure, it also touches upon aspects related to risk, legal assessment and evidence assessment to the extent that these are needed to conduct a proper personal interview.

During the workshop, participants will familiarise themselves with the circumstances in which persecution can arise in the context of religion and how to conduct efficient interviews.

### Themes in focus

Depending on the needs identified, the workshop can focus on commonly encountered religion-based claims such as conversion to another religion, religious minorities, conscientious objection to military service for reasons of religion and gender-specific religious persecution. The workshop can also focus on aspects such as efficient interviewing.

### Target groups

The workshop targets case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical Guide on Interviewing Applicants with Religion-based Claims* here:

<https://euaa.europa.eu/publications/practical-guide-interviewing-applicants-religion-based-asylum-claims>







# Internal protection alternative

Identification of potential IPA location | Assessment criteria for IPA | Indications for identifying an IPA location | Exploration of specific profiles | Individual assessment | Opportunity to challenge the IPA concept | Procedural safeguards |



Key messages – themes in focus – target groups

## Reasonableness to settle



## Key messages

This workshop presents the procedural safeguards and requirements to apply the internal protection alternative (IPA). Case officers will familiarise themselves with how to identify an IPA location based on specific indications of each case. The workshop also presents practical examples for how to assess the criteria to apply IPA (safety, travel and admittance, reasonableness to settle). The workshop will explain how to explore specific profiles when examining the IPA. The workshop focuses on aspects of conducting the personal interview and of decision making.

## Themes in focus

Depending on the needs identified in national administrations, the workshop can focus on commonly encountered profiles when applying IPA such as single, adult men with no disabilities, married couples of working age without children, single women without a support network, families with children, profiles related to children, profiles related to sexual orientation and gender identity, unaccompanied children, elderly applicants and applicants with severe illnesses or disabilities.

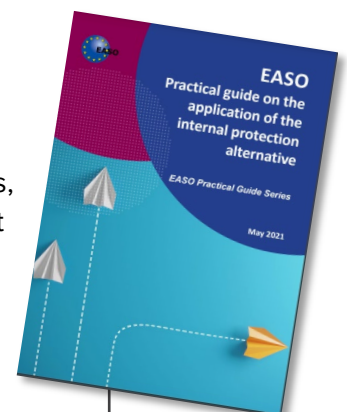
The workshop can also focus on the procedural safeguards and the requirements to apply the IPA.

## Target groups

The workshop can present country-specific considerations presented in cooperation with country guidance teams.

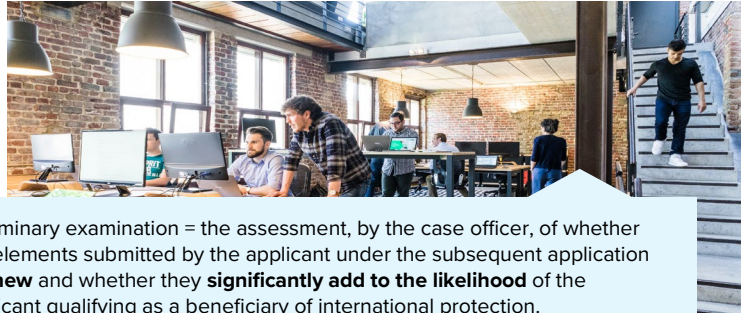
The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical guide on the application of the internal protection alternative* here: <https://euaa.europa.eu/publications/practical-guide-internal-protection-alternative>



# Subsequent applications

Definitions of subsequent applications | Making, registering and lodging of a subsequent application | Admissibility procedure | Obligations and guarantees for the applicant | Right to remain | Assessing new elements presented |



Preliminary examination = the assessment, by the case officer, of whether the elements submitted by the applicant under the subsequent application are **new** and whether they **significantly add to the likelihood** of the applicant qualifying as a beneficiary of international protection.



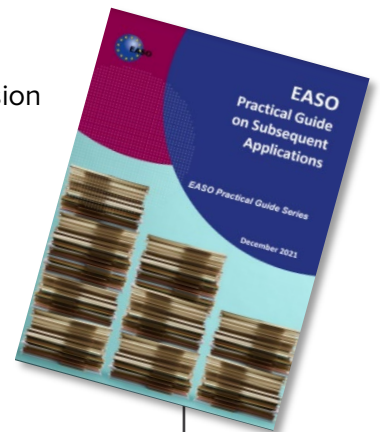
## Key messages – themes in focus – target groups

### Key messages

This workshop provides guidance to case officers on the examination process and the special procedural rules for assessing subsequent applications. It is built into three parts: 1) procedural rules, 2) preliminary examination, including aspects such as the situation in which new elements are presented and what ‘significantly adds to the likelihood’ means and 3) subsequent applications in particular situations.

### Themes in focus

The workshop provides practical examples and guidance for handling subsequent applications in particular situations, such as following a decision to reject the previous application as unfounded, manifestly unfounded or inadmissible; following the withdrawal of an application; following an exclusion decision, cessation, revocation, ending or refusal to renew international protection; a situation where an appeal against the decision on the previous application is still pending and repeated subsequent applications. Depending on the needs identified, the workshop can focus on one or more of the topics mentioned above.



### Target groups

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical Guide on Subsequent Applications* here:

<https://euaa.europa.eu/publications/practical-guide-subsequent-applications>



# Use of COI for case officers

What is COI | COI quality standards | Use of COI at different stages of the examination | COI research | COI sources | COI and country specific guidance



## Key messages – themes in focus – target groups

### Key messages

This workshop helps case officers to correctly use country of origin information (COI) during the examination of an application for international protection.

### Themes in focus

Participants will familiarise themselves with questions of what is COI, the quality standards, where to find COI, how to formulate research questions and how to best integrate COI into the different steps of the asylum procedure. In addition, the workshop presents examples of situations and guidance to assist case officers on the practical use of COI at different stages of the asylum procedure. For example, 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 workshop will also present information about COI sources and practical tips for basic COI research.

### Target groups

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical guide on the use of country of origin information by case officers* here: <https://euaa.europa.eu/publications/practical-guide-use-country-origin-information>

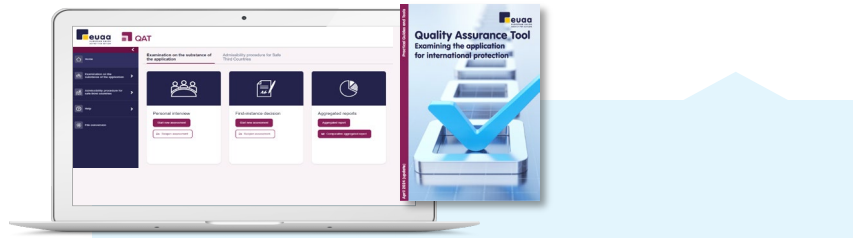


# Quality assurance tool

Standards and indicators | Assessment of personal interviews | Assessment of first instance decisions | In substance examination | Situational guidance for assessors | Individual feedback and reporting

## Quality Assurance Tool

- Introduces methodology for quality assessment of the asylum applications.
- Quality review of personal interviews and the first-instance decisions.
- Individual reviews and insights into the overall quality of cases.



## Key messages – themes in focus – target groups

### Key messages

The Quality Assurance Tool offers quality assessors throughout EU+ countries a methodology to assess the quality of personal interviews and decisions based on common EU standards. It includes standards and indicators, an assessment methodology on assessing errors made during the examination and examples of situations that can guide assessors to ensure a uniform assessment. The assessments are carried out through the online application. The application also gives access to reporting functions based on the assessments, which allow you to gain insights in the overall quality of the interviewing and decision-making processes.

### Themes in focus

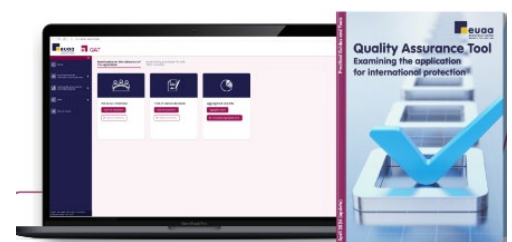
This workshop presents the guidance to assess an actual case. It includes practical exercises of assessing cases during the workshop. It can focus on either the personal interview or first-instance decision. Similarly, it can focus on individual assessments or reporting functionalities.

### Target groups

This workshop targets quality assessors, officials responsible for implementing and coordinating quality and management officials that seek to introduce a quality assessment methodology in their administrations.

You can access the *Quality Assurance Tool* here:  
<https://euaa.europa.eu/publications/quality-assurance-tool-examining-application-international-protection>

## EUAA Quality Assurance Tool

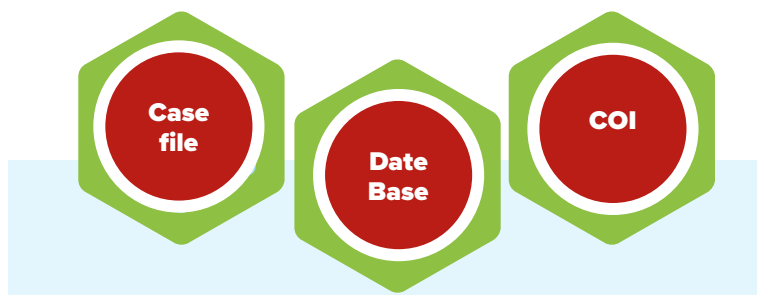




# Personal interview

Preparation for the interview | Practical arrangements for the interview | Opening and closing the interview | Conducting the interview | Substance of the application

## Stage1: Consult...



Key messages – themes in focus – target groups

### Key messages

During the workshop, participants will familiarise themselves with a structured interview method.

### Themes in focus

The workshop presents a structured approach that leads the case officer through all stages of the interview. This covers the preparation for the interview, opening the interview and providing information, conducting the interview and closing the interview.

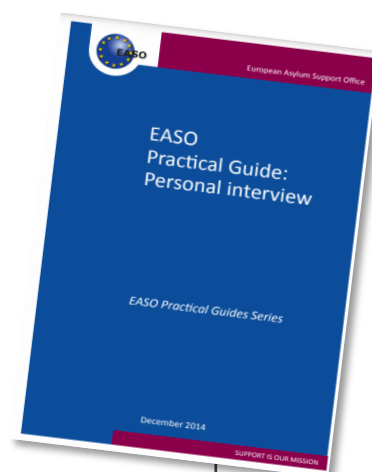
It also includes guidance on the aspects relevant to the substance of the application that needs to be explored during the interview.

Depending on the needs identified at national level, the workshop can focus on any of the stages of the personal interview mentioned above.

### Target groups

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

You can access the *Practical Guide: Personal interview* here: <https://euaa.europa.eu/publications/practical-guide-personal-interview>



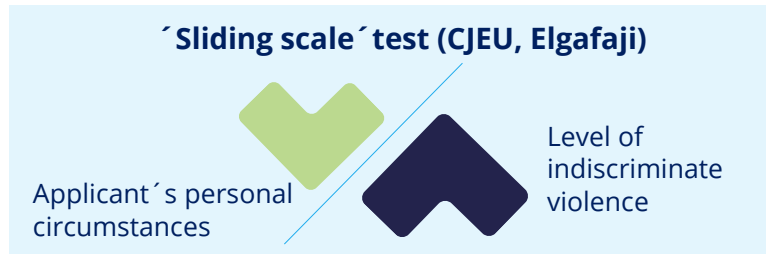
# Application of the sliding scale concept (Article 15(c) Directive 2011/95/EU)

International or internal armed conflict | Indiscriminate violence | Civilian | Serious and individual threat | Individual characteristics



Key messages – themes in focus – target groups

## Indiscriminate violence



## Key messages

This workshop assists case officers in applying the notion of the sliding scale in practice. In particular, the workshop presents a methodology to apply Article 15(c) of Directive 2011/95/EU <sup>(2)</sup> through examples from practice.

## Themes in focus

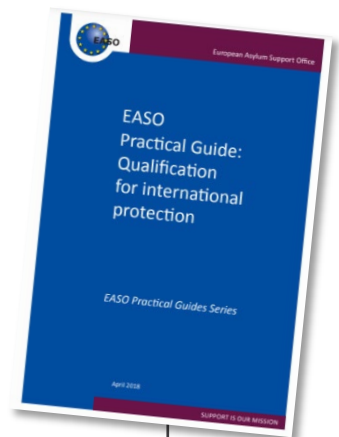
During this workshop, case officers will familiarise themselves with the concepts of armed conflict the analysis covers the different elements of the provision, looking into: ‘armed conflict’, ‘qualification of a person as a ‘civilian’’, ‘indiscriminate violence’, ‘serious and individual threat’ (where further individualisation elements are discussed), ‘qualification of the harm as ‘threat to life or person’’, and the interpretation of the nexus ‘by reasons of’. Elements of respective jurisprudence feed into this workshop (*Diakite, Elgafaji*).

## Target groups

The workshop targets asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities. Additionally, it addresses quality officers and legal advisers.

The workshop can present country-specific considerations on the application of the sliding scale concept in the examination of Article 15(c) of Directive 2011/95/EU presented in cooperation with the EUAA country guidance teams.

You can access the *EUAA Practical Guide: Qualification for international protection* here <https://euaa.europa.eu/sites/default/files/easo-practical-guide-qualification-for-international-protection-2018.pdf>



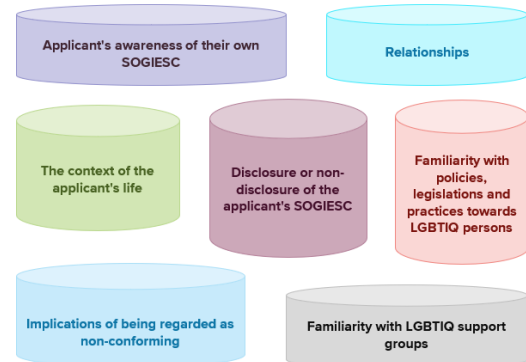
<sup>(2)</sup> [Directive 2011/95/EU](#) of the European Parliament and of the Council of 13 December 2011 on standards for the qualification of third-country nationals or stateless persons as beneficiaries of international protection, for a uniform status for refugees or for persons eligible for subsidiary protection, and for the content of the protection granted (recast) (OJ L 337, 20.12.2011).



# Applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics – examination procedure

Distinctive aspects of SOGIESC-based claims | Special procedural guarantees | Registration | Personal Interview | Evidence assessment | Risk assessment | Legal analysis | Subsequent applications

## Dimensions potentially relevant to explore



## Key messages – themes in focus – target groups

### Key messages

This workshop presents practical guidance specifically focused on the key aspects relating to the registration and examination of applications for international protection with claims based on diverse sexual orientations, gender identities, gender expressions and sex characteristics (SOGIESC).

### Themes in focus

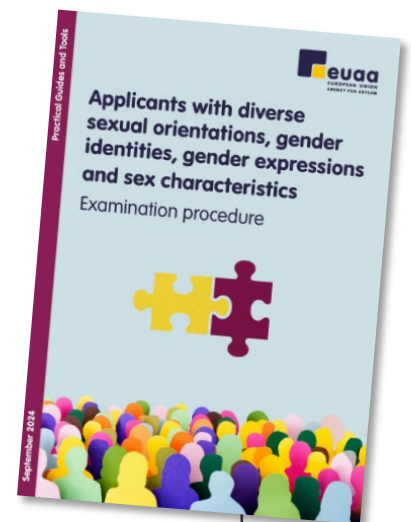
Depending on the identified target audience, the workshop can focus on key guidance and aspects to consider for the registration and/or the examination of cases with SOGIESC-based claims.

### Target groups

This workshop targets mainly registration officers, case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities and quality assessors.

You can access the *Practical Guide on Applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics – Examination procedure* here:

<https://euaa.europa.eu/publications/practical-guide-SOGIESC-examination-procedure>



# Safe country concepts

What is COI | COI quality standards | Use of COI at different stages of the examination | COI research | COI sources | COI and country specific guidance



## Key messages – themes in focus – target groups

### Key messages

During the workshop, participants will familiarise themselves with the safe country concepts. The concepts of safe country of origin, safe third country and the first country of asylum will be presented and discussed.

### Themes in focus

The workshop aims to increase understanding of what lies behind each of the safe country concepts and to enable case officers to find the basis for a swift, correct and fair individual examination of applications to which such concepts may apply.

Depending on the needs identified at national level, the workshop can focus on any of the concepts mentioned above.

The workshop can be also tailored to evolve around topics to explore during the interview, elements to take into consideration for the assessment of respective applications and procedural considerations.

### Target groups

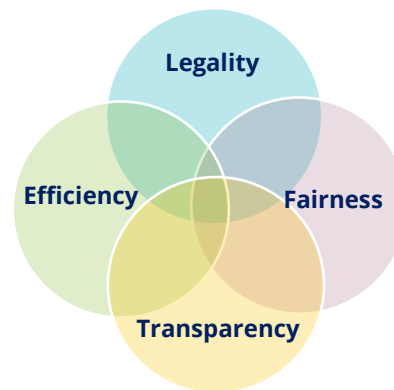
This workshop is primarily intended for asylum case officers, interviewers and decision-makers as well as policymakers in the national determining authorities and national authorities.





# Quality assurance in asylum procedures

Quality management plan  
– do – check – act cycle |  
Monitoring quality | Quality  
culture | Organisational  
principles | Consultation  
mechanisms



Key messages – themes in focus – target groups

## Key messages

During the workshop, participants will familiarise themselves with implementing a quality assurance methodology in the asylum procedure and further develop their quality management systems.

## Themes in focus

The workshop includes practical guidance and methods to apply

the plan – do – check – act cycle, the organisational principles establishing a quality culture in asylum administrations, the types of consultation mechanisms and quality support tools and means to monitor quality in the asylum procedure.

Depending on the needs identified at national level, the workshop can focus on any of the aspects mentioned above.

## Target groups

This workshop is primarily intended for persons responsible for assessing the quality of personal interviews and decisions on applications for international protection. It also addresses top-level and middle management officials and officials responsible for implementing and coordinating quality assurance in national administrations.

You can access the *Practical Guide on Quality Assurance in Asylum Procedures* here:

<https://euaa.europa.eu/publications/practical-guide-quality-assurance-asylum-procedures>

