

# Operational Standards and Indicators on the Asylum Procedure

PART

1

# **Operational Standards and Indicators on the Asylum Procedure**

**November 2025**

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.



Manuscript completed in October 2025

Second edition

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Luxembourg: Publications Office of the European Union, 2025

Print: ISBN: 978-92-9418-320-0 doi:10.2847/8703871 BZ-01-25-066-EN-C

PDF: ISBN: 978-92-9418-319-4 doi: 10.2847/5239973 BZ-01-25-066-EN-N

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# About the guide

**Why was this guide created?** The mission of the European Union Agency for Asylum (EUAA) is to facilitate and support the activities of EU Member States and Schengen associated countries (EU+ countries <sup>(1)</sup>) in the implementation of the Common European Asylum System (CEAS). In accordance with its overall aim of promoting the correct and effective implementation of the CEAS and of enabling convergence, the EUAA develops common operational standards and indicators, guidelines and practical tools.

**How was this guide developed?** These ‘Operational Standards and Indicators on the Asylum Procedure – Part 1’ build on the 2019 ‘Guidance on Asylum Procedure: Operational standards and indicators’<sup>(2)</sup>, providing an update of the content in accordance with the Pact on Asylum and Migration <sup>(3)</sup>. The guidance provided is arranged in two parts.

**Part 1** provides standards and indicators on the asylum procedure in general, mirroring the structure of the 2019 guidance.

**Part 2** <sup>(4)</sup> complements the content with standards and indicators relevant for the vulnerability-related aspects of the asylum procedure. Such standards and indicators are sourced from the 2024 *Guidance on Vulnerability in Asylum and Reception* <sup>(5)</sup>.

This update is the result of a joint effort between experts from across the EU and the EUAA. Valuable input has come from the European Commission and UNHCR. Before finalisation, a consultation took place with EU+ countries through the EUAA Asylum Processes Network. The EUAA would like to extend its thanks to the members of the working group who were consulted during the drafting process of this guide: Frederic Bernard, Helene Hedebris, Kiia Laine, Tim O’Keeffe, Charis Panagiotidou, Claire Piacibello and Alex David Zorzini.

**Who should use this guide?** This guide is primarily intended for decision and policymakers of national asylum authorities, managers, case officers and first-contact officials. Additionally, this tool is useful for quality officers and legal advisers, as well as any other person working or involved in the field of international protection in the EU context.

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<sup>(1)</sup> The 27 EU Member States, complemented by Iceland, Liechtenstein, Norway and Switzerland.

<sup>(2)</sup> EASO, *Guidance on Asylum Procedure: Operational standards and indicators*, September 2019, <https://euaa.europa.eu/publications/guidance-asylum-procedure>.

<sup>(3)</sup> European Commission: Directorate-General for Migration and Home Affairs, ‘Pact on Migration and Asylum’, European Commission website, 21 May 2024, [https://home-affairs.ec.europa.eu/policies/migration-and-asylum/pact-migration-and-asylum\\_en](https://home-affairs.ec.europa.eu/policies/migration-and-asylum/pact-migration-and-asylum_en)

<sup>(4)</sup> EUAA, *Operational Standards and Indicators on Vulnerability-related Aspects in the Asylum procedure*, 2025, <https://euaa.europa.eu/publications/operational-standards-indicators-vulnerability-aspects-asylum-procedure>.

<sup>(5)</sup> EUAA, *Guidance on Vulnerability in Asylum and Reception: Operational standards and indicators*, May 2024, <https://euaa.europa.eu/publications/guidance-vulnerability-operational-standards-and-indicators>.

**How to use this guide.** Part 1 of the guide is divided into three areas of interest: [Access to the procedure](#), [‘Guarantees for the applicant’](#) and [‘Examination of the application’](#).

**How does this guide relate to national legislation and practice?** This is a soft convergence tool. It is not legally binding and reflects commonly agreed standards as adopted by the EUAA Management Board in November 2025.

**How does this guide relate to other EUAA tools?** This guide is to be read in conjunction with other available EUAA practical guides and tools. All EUAA practical tools are publicly available online on the EUAA website: <https://euaa.europa.eu/practical-tools-and-guides>.

The EUAA practical guides and tools to which this practical guide refers will be progressively updated between 2025 and 2028. The updates will align these publications with the legislative instruments of the Pact on Migration and Asylum. Once published, the updated publications will also be available online at the EUAA website.

**Disclaimer**

This guide was prepared without prejudice to the principle that only the Court of Justice of the European Union can give an authoritative interpretation of EU law.



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## List of abbreviations

| Abbreviation                | Definition                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>EUAA</b>                 | European Union Agency for Asylum                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <b>EU+ countries</b>        | Member States of the European Union and associated countries                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Member States</b>        | Member States of the European Union                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>COI</b>                  | country of origin information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>AMMR</b>                 | <b>Asylum and Migration Management Regulation</b> — Regulation (EU) 2024/1351 of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013                                                                                                                                                                                                                                      |
| <b>APR</b>                  | <b>Asylum Procedure Regulation</b> — Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU                                                                                                                                                                                                                                                                             |
| <b>QR</b>                   | <b>Qualification Regulation</b> – Regulation (EU) 2024/1347 of the European Parliament and of the Council of 14 May 2024 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, amending Council Directive 2003/109/EC and repealing Directive 2011/95/EU of the European Parliament and of the Council |
| <b>Screening Regulation</b> | Regulation (EU) 2024/1356 of the European Parliament and of the Council of 14 May 2024 introducing the screening of third-country nationals at the external borders and amending Regulations (EC) No 767/2008, (EU) 2017/2226, (EU) 2018/1240 and (EU) 2019/817                                                                                                                                                                                                                                                      |



## Background

The Asylum Procedure Regulation <sup>(6)</sup> (APR) sets out the legal standards for establishing a common procedure for international protection.

National asylum systems differ in their organisational setup, workflows and modalities to implement the asylum procedure. Consequently, the concrete ways in which asylum procedures are implemented continue to vary across the Member States.

These operational standards and indicators aim to support national administrations in implementing the APR in a correct and efficient manner.

## Legal framework

The main legal framework for this guide is the APR. Other legal instruments, such as the Qualification Regulation <sup>(7)</sup> (QR) and the 2024 Reception Conditions Directive <sup>(8)</sup>, have been taken into consideration where this was necessary to complement the provisions of the APR.

Where relevant, related legal provisions of the Screening Regulation <sup>(9)</sup> or the Asylum and Migration Management Regulation <sup>(10)</sup> (AMMR) are included.

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<sup>(6)</sup> Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU (OJ L, 2024/1348, 22.5.2024), [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L\\_202401348](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401348)

<sup>(7)</sup> Regulation (EU) 2024/1347 of the European Parliament and of the Council of 14 May 2024 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, amending Council Directive 2003/109/EC and repealing Directive 2011/95/EU of the European Parliament and of the Council (OJ L, 2024/1347, 22.5.2024), [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L\\_202401347](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401347).

<sup>(8)</sup> Directive (EU) 2024/1346 of the European Parliament and of the Council of 14 May 2024 laying down standards for the reception of applicants for international protection (OJ L, 2024/1346, 22.5.2024), [https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L\\_202401346](https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=OJ:L_202401346).

<sup>(9)</sup> Regulation (EU) 2024/1356 of the European Parliament and of the Council of 14 May 2024 introducing the screening of third-country nationals at the external borders and amending Regulations (EC) No 767/2008, (EU) 2017/2226, (EU) 2018/1240 and (EU) 2019/817 (OJ L, 2024/1356, 22.5.2024), <https://eur-lex.europa.eu/eli/reg/2024/1356/oj>.

<sup>(10)</sup> Regulation (EU) 2024/1351 of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013 (OJ L, 2024/1351, 22.5.2024), <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32024R1351&qid=1718369254909>.



# Purpose and scope

## Overall objective

The overall objective of this guide is to support Member States in the practical implementation of key provisions of the APR, to achieve fair and effective asylum procedures and to strengthen the Common European Asylum System at an operational level.

The operational standards included in this guide build on existing practices in the EU. As such, this guide does not endeavour to create a model for the perfect asylum system. Instead, it aims at formulating commonly acknowledged operational standards and indicators that are realistic and achievable across all Member States, as well as to compile examples of good practices.

The guide has been designed to serve multiple purposes:

- at policy level, it serves as a tool to strengthen or further develop national asylum procedures;
- at operational level, it can be used within the asylum procedure to ensure the effective implementation of key provisions of the APR and to support process improvement initiatives;
- in addition, it can serve as a reference for the development of monitoring frameworks and for conducting self-assessments of national procedures on the quality of asylum procedure systems.

The main actor for the application of these standards are the Member State authorities, with most of the standards in this guide falling specifically within the competence of the national asylum authorities. In practice, however, other actors are often involved in the asylum procedure, including, for example, migration authorities, border guards, regional or local services, intergovernmental organisations or civil society organisations.

Importantly, Member States may adopt or retain more favourable provisions in the field of asylum procedures for applicants than those included in this guidance, where provided by this regulation. Under no circumstances should this document be understood as an invitation to lower existing standards, but rather as an encouragement to reach, as a minimum, the benchmarks developed herein.

## Scope of the guide

This guide aims to facilitate the practical application of the legal provisions of the APR. Where relevant, related legal provisions of the Screening Regulation, QR, AMMR and 2024 Reception Conditions Directive are included.

Part 1 of the guide includes standards and indicators on the asylum procedure in general.



Part 2 of the guide includes standards and indicators on vulnerability in the asylum procedure. They cover the main elements of the identification of vulnerabilities and the assessment and response to the needs of applicants in a vulnerable situation.

Where provisions of the APR are themselves operational, they have been included in this guide as a standard.

## Aspects not covered by this guide

Where listed operational standards require specific measures for unaccompanied children, these have been included. However, the present guidance does not offer a comprehensive set of operational standards for the respect of the principle of the **best interests of the child** in the asylum procedure. For an overview of the best interests of the child in asylum procedures, please refer to the EUAA guide on this topic <sup>(1)</sup>.

Access to the appeal procedure (first level) is within the scope (information, counselling, accessibility) of this guidance. The **organisation of the appeal procedure** itself, including related aspects such as the suspensive effect of appeal, however, is not covered.

Given the specialised nature of the topic, **medical examinations** are not included in this guide. For guidance on persons belonging to vulnerable groups, consult the [EUAA practical tool on Identification of Persons with Special Needs](#) (IPSN) and the Referral Toolkit (forthcoming).

**Emergency** situations have not been addressed separately in this guidance.

This guidance addresses **operational** standards which support the implementation of legal standards or provisions. However, in some cases, where provisions of the APR are themselves operational, these provisions have been included in this guidance as a standard.

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<sup>(1)</sup> EASO, *Practical Guide on the Best Interests of the Child*, February 2019, <https://euaa.europa.eu/publications/practical-guide-best-interests-child>.



# Structure of the guide

Part 1 of the guide is divided into three areas of interest, which are in turn divided into thematic sections.

## 1. Access to the procedure

- (a) Making of the application
- (b) Registration of the application
- (c) Lodging of the application

## 2. Guarantees for the applicant

- (a) Provision of information and counselling
- (b) Right to legal assistance and representation in the asylum procedure
- (c) Training and support

## 3. Examination of the application

- (a) Personal Interview
- (b) Case file management system
- (c) Country of Origin Information
- (d) Translation of relevant documents
- (e) Implicit withdrawal of an application
- (f) Concluding the examination as soon as possible
- (g) Decision
- (h) Information on the delay of the decision and the reasons
- (i) Special procedures
- (j) Withdrawal of international protection

# Structure of the standards

Every section contains one or more operational standards that are further defined by indicators and, in some cases, complemented with additional remarks and/or good practices.

An **operational standard** describes a commonly agreed practice that is considered achievable by all Member States. Standards aim to ensure the establishment of fair and efficient asylum and reception systems in compliance with the provisions set out in the Common European Asylum System.

An **indicator** is what can be observed and/or measured to demonstrate whether the operational standard is achieved. Indicators listed under each standard should be understood as cumulative without an order of hierarchy.





**Additional remarks** highlight specific points of attention, particular circumstances or exceptions for applying the indicator. In light of the different national contexts, the applicability of the additional remarks might vary across Member States.

**Good practice** means a practice that Member States are encouraged to consider adopting in their national systems, even though it does not constitute a commonly agreed practice.

When the additional remarks and/or good practices are included in the same table row as an indicator, they refer to that indicator only. Conversely, when they are placed in the bottom row of the standard table, they refer to the whole standard.





## Overarching principles

Certain general principles must always be respected when applying the standards and indicators of this guide. These overarching principles are:

- the principle of **confidentiality** of the asylum procedure (Article 7 APR);
- the right to remain <sup>(12)</sup> on the territory during the procedure and the principle of ***non-refoulement*** (recital 92 APR);
- **non-discrimination** (recital 108 APR) and gender equality;
- giving primary consideration to the **best interests of the child** (recital 23 APR);
- **fair and efficient asylum policy** (recital 4 APR);
- **individual, impartial and objective assessment** of each application (Article 34(2) APR).

## Other considerations

To avoid unnecessary repetitions of identical abstracts throughout the document, the following is noted.

- When information is provided to the applicant at different stages of the procedure, this is done in a language that the applicant understands or is reasonably supposed to understand. Their individual circumstances or special needs are considered accordingly.
- The sections including guidance on horizontal aspects, such as on training and support, information provision, free legal counselling and conducting a personal interview, also apply to the sections on special procedures, unless explicit exceptions on relevant rights and guarantees state otherwise in the respective provisions of the APR.

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<sup>(12)</sup> Applicants should, in principle, have the right to remain on the territory of a Member State until the time limit for lodging an appeal before a court or tribunal of first instance expires, and, where such a right is exercised within the set time limit, pending the outcome of the appeal. It is only in limited cases set out in the APR, where applications are likely to be unfounded and without prejudice to the principle of *non-refoulement*, that the applicant should not have an automatic right to remain for the purposes of the appeal (recital 92). Member states may still provide for an exception to the applicant's right to remain on their territory during the administrative procedure in the cases described under Article 10(4) APR. In addition, according to Article 68(3) APR, without prejudice to the principle of *non-refoulement*, the applicant and the person subject to withdrawal of international protection will not have the right to remain pursuant to paragraph 2 of the same Article, where the competent authority has taken one of the decisions described in that paragraph.



# Access to the procedure

## Making the application



### Screening Regulation

Article 11(1)(b) – Provision of information



### Asylum Procedure Regulation (APR)

Article 4 – Competent authorities

Article 23 – Special guarantees for unaccompanied minors

Article 26 – Making an application for international protection

Article 30 – Access to the procedure in detention facilities and at border crossing points

Article 31 – Applications on behalf of adults requiring assistance to exercise legal capacity

Article 32 – Applications on behalf of accompanied minors

Article 33 – Applications of unaccompanied minors

## Provision of information during the screening process

**Standard 1.** Third-country nationals in the screening process who may wish to make an application for international protection are informed on the right to apply for international protection, on the applicable rules, and, for those who apply, on the obligations and consequences of non-compliance.

**Indicator 1.** Written instructions are available to all authorities involved in the screening process to enable them to inform the persons who may wish to make an application for international protection.

**Indicator 2.** The instructions are formulated in a comprehensible way for the personnel of the authorities involved in the screening process.

**Indicator 3.** The information is provided to the third-country nationals in writing, on paper or in electronic format, and, where necessary, orally <sup>(13)</sup>. The information is provided to children in a child-friendly manner.

- **Additional remarks:** in the case of unaccompanied children, the representative is involved.

<sup>(13)</sup> Article 11(3) Screening Regulation.



## Authorities that are likely to receive applications

**Standard 2. Authorities that are competent for receiving applications are aware of their responsibilities and their personnel are sufficiently qualified.**

**Indicator 1.** Tasks and responsibilities of the competent authorities are documented.

- **Additional remarks:** official documents could be national law, decrees, etc.

**Indicator 2.** The staff of the competent authorities have received the necessary level of training to fulfil their tasks and responsibilities related to the asylum procedure, including relevant EUAA training for those who are most likely to receive applications. This includes how to notice that a person may wish to apply for international protection, based, among others, on section 1, chapter 12 of the Schengen Handbook <sup>(14)</sup> and the EUAA-Frontex *Practical Guide on Access to Procedure* <sup>(15)</sup>, and how to provide information to the persons who may apply for international protection.

### Good practice

Training to the staff of the authorities entrusted with the task of receiving applications includes guidance on detecting indications that persons in need of special procedural guarantees may wish to apply for international protection, and on formulating questions in an age-sensitive manner.



### EUAA-Frontex Practical Tools on Access to the Asylum Procedure

The [Practical Guide on Access to the Asylum Procedure](#) along with the related [poster](#) <sup>(16)</sup>, [pocket book](#) <sup>(17)</sup> and [leaflet](#) <sup>(18)</sup>, help first-contact officials to identify persons who may wish to apply for protection, and give guidance on assistance and procedural guarantees to be provided to such persons (for instance provision information, registration and referral). The tools also provide information on the core obligations of first-contact officials and the rights of persons who may be in need of international protection in the first-contact situation.

<sup>(14)</sup> Annex to the Commission Recommendation establishing a common 'Practical Handbook for Border Guards (Schengen Handbook)' to be used by Member States' competent authorities when carrying out the border control of persons and replacing Recommendation (C (2019) 7131 final), C(2022) 7591 final of 28 October 2022, [https://home-affairs.ec.europa.eu/system/files/2022-11/Practical%20handbook%20for%20border%20guards\\_en.pdf](https://home-affairs.ec.europa.eu/system/files/2022-11/Practical%20handbook%20for%20border%20guards_en.pdf).

<sup>(15)</sup> EUAA, *Practical Guide on Access to the Asylum Procedure: Practical tool for first-contact officials*, August 2023, <https://euaa.europa.eu/publications/practical-guide-access-asylum-procedure>.

<sup>(16)</sup> EUAA, *Poster on Access to the Asylum Procedure: Practical tool for first-contact officials*, August 2023, <https://euaa.europa.eu/publications/poster-access-asylum-procedure>.

<sup>(17)</sup> EUAA, *Pocketbook on Access to the Asylum Procedure: Practical tool for first-contact officials*, August 2023, <https://euaa.europa.eu/publications/pocketbook-access-asylum-procedure>.

<sup>(18)</sup> EUAA, *Leaflet of frequently asked questions on access to the asylum procedure : Practical tool for first-contact officials*, August 2023, <https://euaa.europa.eu/publications/leaflet-frequently-asked-questions-access-asylum-procedure>.



**Standard 3. When an application is made to an authority that is entrusted with receiving it but not competent to register it, a process is in place to ensure that the receiving authority informs the registering authority promptly and at the latest within three working days from when the application was made.**

**Indicator 1.** Written instructions are available to the receiving authorities and a process is in place to ensure that the authority responsible for registering applications is promptly informed by the authority that received the application.

**Good practice**

IT systems are used to share the information.

**Standard 4. When an application is made, a process is in place to ensure that the authorities responsible for the reception facilities are informed, where relevant.**

**Indicator 1.** Written instructions are available to the relevant authorities and a process is in place to ensure that the authorities responsible for the reception facilities are informed, where relevant, that an application has been made.

**Good practice**

IT systems are used to share the information.

**Standard 5. When an application is made to an authority that is entrusted with receiving it but not competent to register it, the applicant is informed about which authority is responsible for registering it.**

**Indicator 1.** Written instructions are available to all relevant authorities entrusted with receiving an application but without the power to register it, to enable them to inform applicants of which authority is responsible for registering applications.

**Indicator 2.** The instructions are formulated in a comprehensible way for the personnel of the authorities entrusted with the task of receiving applications.

**Good practice**

Information to the applicant is provided by means of the information-provision brochure developed by the EUAA <sup>(19)</sup>, either physically or electronically, and, if necessary, orally.

<sup>(19)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State as per Article 8 APR. Note that EUAA uses 'brochure' as a generic term for all Information provision products and this brochure refers to the leaflet mentioned in Article 8 APR.



### Standard 6. Applicants are informed on where and how to lodge an application.

**Indicator 1.** Written instructions are available to all relevant authorities entrusted with receiving an application but without the power to register it to enable them to inform applicants of where and how to lodge an application.

**Indicator 2.** The instructions are formulated in a comprehensible way for the personnel of the relevant authorities.

#### Good practice

Information to the applicant is provided by means of the information-provision brochure developed by the EUAA <sup>(20)</sup>, either physically or electronically, and, if necessary, orally.

## Information and counselling in detention and at border crossing points

### Standard 7. Persons in detention facilities and at border crossing points who may wish to make an application for international protection are informed on the possibility to do so.

**Indicator 1.** Standard information is provided to persons who may wish to make an application, in writing and, where necessary, orally regarding the possibility to apply for international protection

#### Good practice

Information to the applicant is provided by means of the information-provision brochure developed by the EUAA <sup>(21)</sup>, either physically or electronically, and, if necessary, orally.

**Indicator 2.** Information is given as soon as possible to ensure that all persons who may wish to make an application can do so without delay.

**Indicator 3.** Information on the possibility to make an application is accessible in relevant languages.

**Indicator 4.** Information to persons who may wish to make an application is adapted to the age/level of understanding of the applicant.

<sup>(20)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.

<sup>(21)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.



**Standard 8. Applicants in detention facilities and at border crossing points are informed of the existence of organisations or persons providing counselling, and can effectively contact them.**

**Indicator 1.** Information about how to contact relevant organisations and persons providing counselling is available to the applicants.

**Indicator 2.** The means to contact these organisations and persons are at the disposal of the applicants.

**Standard 9. In detention centres and at border crossing points, the organisations and persons that are authorised to provide advice and counselling, and their interpreters, have effective access to the applicants in order to assist them.**

**Indicator 1.** Access is only restricted/limited by national law where it is objectively necessary for security, public order or the administrative management of the crossing point, provided it is not thereby severely restricted or rendered impossible.

**Indicator 2.** Where the access of persons and organisations providing advice and counselling is subject to a prior agreement with the competent authorities, the rules are clear and accessible to the applicant and/or their adviser or counsellor, and the interpreter.

**Indicator 3.** The applicants in detention facilities have access to means of communication with their advisers/counsellors.

- **Additional remarks:** *the communication can take place either in-person or remotely, for example through videoconference, as long as effective interaction is ensured.*

**Good practice**

Sufficiently qualified interpreters can be accessed when needed.

**Standard 10. The organisations and persons providing counselling are able to meet and speak with the applicants privately.**

**Indicator 1.** If there are rules on visiting hours, these are long enough to allow for effective meetings with the applicants.

**Indicator 2.** The organisations and persons providing counselling can meet the applicants in a place and under conditions that ensure adequate privacy.



## Applications made on behalf of adults requiring assistance to exercise legal capacity and accompanied and unaccompanied children

**Standard 11. Adults who require assistance in exercising legal capacity and children who do not have legal capacity are identified.**

**Indicator 1.** Tools and guidelines are available to the personnel of the competent authorities to identify adults who require assistance to exercise legal capacity and children who do not have legal capacity.

**Standard 12. It is determined who the adult responsible should be for adults who require assistance in exercising legal capacity and for children who lack legal capacity.**

**Indicator 1.** A process is in place to determine the responsible adult.

**Standard 13. An effective process is in place to ensure that unaccompanied children receive appropriate representation and assistance enabling them to fully exercise their rights and comply with their obligations.**

**Indicator 1.** The authorities that are competent to receive applications are instructed on how to refer an unaccompanied child to the competent child protection / reception authorities.

**Indicator 2.** A process is in place to ensure that a representative is appointed as soon as possible and no later than 15 working days from the date on which the application is made; this time limit can be extended up to 10 additional working days in exceptional circumstances.

**Indicator 3.** A process is in place to ensure that a person with the necessary skills and expertise is designated as soon as possible, and in any case in a timely manner, to provisionally assist a child who made an application until a representative is appointed, provided the representative cannot be appointed by the time of registration.

**Indicator 4.** The number of qualified potential representatives is sufficient to ensure the timely appointment of a representative for each unaccompanied child and to ensure that no representative is responsible for more than 30 children, or 50 in the event of exceptional circumstances.

**Indicator 5.** Written instructions and information are available to the personnel of relevant authorities to inform the unaccompanied child, in a child-friendly manner, of the designated person / representative and of how to make a complaint against that person, if needed, in confidentiality.



**Indicator 6.** A process is in place to ensure that the authorities responsible for the next steps of the asylum procedure are informed about the appointed representative(s).

**Indicator 7.** A process is in place to ensure that designated persons and/or appointed representatives have access to the content of the relevant documents in the child's file including the specific information material for unaccompanied children.

**Indicator 8.** A process is in place to ensure that representatives have no criminal record, in particular as regards any child-related crimes or offences, and that the criminal record of the appointed representatives is reviewed on a regular basis.

**Indicator 9.** Representatives have the necessary qualifications, expertise and receive regular training for the performance of their tasks.

**Indicator 10.** A process is in place to ensure that proper performance of tasks by the designated persons and/or appointed representatives is supervised on a regular basis.

**Indicator 11.** A mechanism is in place to ensure that a complaint lodged by an unaccompanied child against an appointed representative and/or the designated person is processed effectively.



# Registration of the application



## Asylum Procedure Regulation (APR)

Article 8 – General Guarantees for applicant

Article 27 – Registering applications for international protection

Article 29 – Documents provided to the applicant

**Standard 14.** If an application is made to an authority which is competent to register it, it is registered promptly and, in any event, no later than five days from when it is made;  
or,

If the receiving authority is not competent to register the application, the application is registered as soon as possible and no later than five days from when the competent authority receives the information that the application is made.

In case of a disproportionate number of applications, the application can be registered no later than 15 days from when it is made.

**Indicator 1.** Where relevant, a system to manage appointments has been put in place for registrations.

### Good practice

Management of appointments is ensured by digital tools.

**Indicator 2.** A work process, which includes the availability of sufficient staff and resources, ensures that the registration takes place within the prescribed deadlines.

**Indicator 3.** A monitoring system is in place to track the timelapse between the making of an application and its registration.

## Standard 15. The application is properly registered.

**Indicator 1.** The registration officers have appropriate knowledge and have received relevant training.

**Indicator 2.** Registration takes place in a manner that ensures privacy to the extent possible.



**Indicator 3.** The personal details of each applicant are registered, irrespective of whether the application was made directly by them, or was made on behalf of adults requiring assistance to exercise legal capacity, or of children who do not have legal capacity.

**Standard 16.** After the registration, applicants receive a temporary document confirming that the application has been made and registered, unless the document mentioned in [standard 22](#) is issued.

**Indicator 1.** Where applicable, a system is in place to ensure that a document confirming that the application has been made and registered is issued upon registration <sup>(22)</sup>.

**Indicator 2.** Where applicable, rules are in place regarding the issue of the document concerning the applications of accompanied children and adults requiring assistance to exercise legal capacity.

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<sup>(22)</sup> In line with Article 29(5) APR, Member States may exclude the provision of this document, when the applicant is in detention or imprisoned. The applicant must be provided with the document upon release.



# Lodging of the application



## Asylum Procedure Regulation (APR)

- Article 8 – General Guarantees for applicant
- Article 28– Lodging an application for international protection
- Article 29– Documents provided to the applicant
- Article 32– Applications on behalf of accompanied minors
- Article 33– Applications of unaccompanied minors

## Effective opportunity to lodge the application

**Standard 17. The applicant is informed of their rights and obligations regarding the lodging of the application at the latest when the application is registered.**

**Indicator 1.** When the lodging does not take place at the same time and location as the registration, information on how and where to lodge the application and on the consequences of not lodging an application is given to the applicant, at least by means of the information-provision brochure developed by the EUAA <sup>(23)</sup>, either physically or electronically, and, if necessary, orally, while taking into account the specificities of applicants with special needs such as children or disabled persons.

### Good practice

Inform applicants during the registration or lodging about the possibility to request an interviewer and interpreter of the sex that the applicant prefers.

**Standard 18. Where relevant <sup>(24)</sup>, the lodging of an application takes place as soon as possible after the registration and no later than 21 days from when the application is registered. In case of a disproportionate number of applications, the application is lodged no later than two months from when it is registered.**

**Indicator 1.** A work process, supported by sufficient staff and resources, ensures that the lodging takes place within the prescribed deadlines.

<sup>(23)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.

<sup>(24)</sup> Unless Article 28(2) APR applies.



**Indicator 2a.** Applications are lodged in person. Where relevant, a system to manage appointments for lodging applications is in place, and applicants are informed about the designated date, place and, where relevant, time.

**OR**

**Indicator 2b.** Where national law provides that applications can be lodged through a specific form to be filled in by the applicant, the form is made available upon registration or as soon as possible thereafter, with explanations on how and when to submit it to the authority competent for the lodging.

**Indicator 3.** A monitoring system is in place to track the time-lapse between the registration of the application and its lodging.

**Standard 19.** Where an authority other than the determining authority is responsible for the lodging, the case file reaches the determining authority as soon as possible after the lodging.

**Indicator 1.** A process is in place to ensure the timely transfer of the application file to the determining authority.

**Indicator 2.** The determining authority tracks the time lapse between the lodging and the receipt of the file.

**Standard 20.** The application is properly lodged.

**Indicator 1.** The lodging officers have appropriate knowledge and have received relevant training.

**Indicator 2.** Lodging takes place in a manner that ensures privacy to the extent possible.



## Lodging of an application by or on behalf of children

**Standard 21.** It is ensured that applications by or on behalf of children are lodged properly.

**Indicator 1.** Guarantees are in place to ensure that accompanied children with legal capacity can lodge an application on their own.

- **Additional remarks:** the authorities verify with each child with legal capacity whether they wish to lodge an application on their own behalf. This information is conveyed to the child in private.

**Indicator 2.** A process is in place to ensure that the making and lodging of an application by a parent or other adult responsible for an accompanied child is also considered as making and lodging for the accompanied child, unless the latter wishes to lodge an application on their own name, and has the legal capacity to do so.

## Document provided to the applicant

**Standard 22.** After the lodging, applicants receive a document <sup>(25)</sup> unless they have already been provided with one upon registration.

**Indicator 1.** A system is in place to ensure that a document is issued as soon as possible after the lodging of the application, unless it had been issued upon registration.

**Indicator 2.** Where relevant, a process is in place to ensure that the temporary document issued at registration as per [standard 16](#) is withdrawn when a new document is provided after the lodging.

**Indicator 3.** Where the national system does not require issuing the document to applicants in detention or imprisonment, a system is in place to ensure that the document is issued upon release of the applicant.

**Indicator 4.** Rules are in place regarding the issuing of documents concerning the applications of accompanied children and adults requiring assistance to exercise legal capacity.

**Indicator 5.** A process is in place to ensure that the documents are renewed to cover the period during which the applicant has the right to remain.

<sup>(25)</sup> The document must include at least the following elements specified in Article 29(4): '(a) the applicant's name, date and place of birth, gender and nationalities or, if applicable, an indication of statelessness, a facial image of the applicant and the applicant's signature; (b) the issuing authority, date and place of issue and period of validity of the document; (c) the status of the individual as an applicant; (d) a statement that the applicant has the right to remain on the territory of that Member State for the purpose of having the application examined and an indication of whether the applicant is free to move within all or part of the territory of that Member State; (e) a statement that the document is not a travel document and that the applicant is not allowed to travel without authorisation to other Member States.'



# Interpretation during access to the asylum procedure



## Asylum Procedure Regulation (APR)

Article 8 – General Guarantees for applicant

Article 20(1) – Assessment of the need for special procedural guarantees

Article 30(2) – Access to the procedure in detention facilities and at border crossing points

**Standard 23.** Interpretation is provided free of charge in a language that the applicant understands,

- to the extent necessary to facilitate access to the procedure for international protection, when an application is made in a detention facility, in prison or at a border crossing point;
- to assist during the assessment of special procedural guarantees, where needed;
- for the purpose of registering and lodging an application, whenever appropriate communication cannot be otherwise ensured.

**Indicator 1.** A process is in place to identify interpretation needs.

**Indicator 2.** Arrangements for the necessary interpretation are made as soon as the need for interpretation is identified.

- **Additional remarks:** in case of shortages and/or time and geographical constraints, remote interpretation can be used.

**Indicator 3.** Interpreters are available to cover the requested languages to the extent possible.

- **Additional remarks:** in situation of disproportionate number of applications or rare languages, measures are in place to ensure the interpretation (e.g. remotely).

**Indicator 4.** It is ensured, for example through guidance <sup>(26)</sup>, that interpreters and, if applicable, cultural mediators have appropriate knowledge of the asylum key concepts and terminology.

<sup>(26)</sup> For example, EUAA, IGC, *Practical Guide on Interpretation in the Asylum Procedure*, February 2024, <https://euaa.europa.eu/publications/practical-guide-interpretation-asylum-procedure>, and the EUAA Collection of Religion Terms, . <https://iate.europa.eu/search/collection/BC7B9E61F8E94B6D87D877413C2D5E1C>.



**Indicator 5.** A process is in place to ensure that preference is given to trained interpreters, such as through the training provided by the EUAA <sup>(27)</sup>.

**Good practice**

A mechanism is in place to raise and address complaints against interpreters who are not competent or who do not behave in accordance with the Code of conduct.

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<sup>(27)</sup> EUAA, 'Interpreting in the asylum context' in *Training Catalogue*, August 2022, <https://euaa.europa.eu/training-catalogue/interpreting-asylum-context..>



# Guarantees for the applicant



## Asylum Procedure Regulation (APR)

Article 8 – General Guarantees for applicant

Article 21 – Applicants in need of special procedural guarantees

## Provision of information

**Standard 24.** An adequate process is in place to provide procedural information, information about rights and obligations during the procedure and information on the consequences of not complying with those obligations.

**Indicator 1.** Information <sup>(28)</sup> is provided to the applicant at least by means of the brochure developed by the EUAA <sup>(29)</sup>, as complemented by the authorities with additional country-specific information.

### Good practice

In addition to the brochure developed by the EUAA <sup>(30)</sup>, different types of media for the provision of information can be used: posters with illustrations, leaflets, videos, mobile applications, etc.

**Indicator 2.** Information is provided as soon as possible to enable applicants to exercise their rights and comply with their obligations, at least by means of the brochure developed by the EUAA and at the latest when the application for international protection is registered.

**Indicator 3.** The roles of the actors providing information, and the time when the information needs to be provided are clearly defined.

**Indicator 4.** The responsibility for developing and keeping the information up-to-date is clearly defined.

<sup>(28)</sup> In accordance with Article 8(2) APR, the applicant must be informed about: '(a) the right to lodge an individual application; (b) the time limits and stages of the procedure to be followed; (c) their rights and obligations during the procedure, including those under Regulation (EU) 2024/1351, and the consequences of not complying with those obligations, in particular as regards the explicit or implicit withdrawal of an application; (d) the right to free legal counselling for the lodging of the individual application and to legal assistance and representation at all stages of the procedure pursuant to Section III of this Chapter and in accordance with Articles 15, 16, 17, 18 and 19; (e) the means by which they can fulfil the obligation to submit the elements as referred to in Article 4 of Regulation (EU) 2024/1347; (f) the decision of the determining authority in accordance with Article 36.'

<sup>(29)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.

<sup>(30)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.



**Indicator 5.** It is ensured that the file contains confirmation or denial that the applicant has received the information.

**Standard 25. It is ensured that the information is understood by applicants.**

**Indicator 1.** Information is always provided to applicants in a language they can understand <sup>(31)</sup>.

**Indicator 2.** The information is provided to children in a child-friendly manner.

- **Additional remarks:** *in the case of unaccompanied children, it is ensured that the representative is involved.*

**Indicator 3.** Where necessary, the information is also provided orally in a language the applicant understands.

- **Additional remarks:** *providing information orally is especially relevant if, among others, an applicant cannot read, has visual impairments or potentially speaks a dialect of the language in which the EUAA brochure is available, which makes it difficult for them to fully understand what the brochure states.*

**Indicator 4.** Information is provided in a manner that takes into account the special needs and individual circumstances of the applicant <sup>(32)</sup>.

**Indicator 5.** The personnel that provide information, clarifications and explanations have the necessary knowledge and skills.

**Standard 26. It is ensured that UNHCR can carry out their role in accordance with the APR.**

**Indicator 1.** A process is in place to ensure that UNHCR has access to applicants and to information on individual applications for international protection, with the applicant's consent.

**Indicator 2.** Instructions are available to the receiving and determining authorities to ensure that UNHCR can present their views regarding individual applications at any stage of the procedure.

<sup>(31)</sup> Throughout the guide references to a 'language that the applicant understands' include the notion of 'or is reasonably supposed to understand' when the two notions are used together in the APR provisions.

<sup>(32)</sup> For more details on the information provision to applicants in a vulnerable situation see 'Information provision' in EUAA, *Operational Standards and Indicators on Vulnerability-related Aspects in the Asylum procedure*, 2025, <https://euaa.europa.eu/publications/operational-standards-indicators-vulnerability-aspects-asylum-procedure>.



## Right to legal counselling and legal assistance and representation



### Asylum Procedure Regulation (APR)

Article 15– Right to legal counselling and legal assistance and representation

Article 16– Free legal counselling in the administrative procedure

Article 17– Free legal assistance and representation in the appeal procedure

Article 18– Scope of legal counselling and legal assistance and representation

Article 19– Conditions for the provision of free legal counselling, assistance and representation

### Standard 27. Information on the right to request free legal counselling is provided to the applicant.

**Indicator 1.** Information on the right to request free legal counselling is provided as soon as possible and no later than at registration of the application for international protection.

- **Additional remarks:** information on the right to free legal counselling is provided in the brochure developed by the EUAA <sup>(33)</sup>.

### Standard 28. The mechanism to provide free legal counselling is effectively applied.

**Indicator 1.** A process is in place for the selection of the persons entrusted with the provision of free legal counselling in line with the national framework.

**Indicator 2.** A process is in place to ensure effective access to free legal counselling, if requested.

**Indicator 3.** A process is in place to ensure that possible deficiencies in the functioning of the legal counselling mechanism are promptly addressed.

<sup>(33)</sup> Brochure drawn up by the Asylum Agency in close cooperation with the Commission and each Member State, containing the information required by Article 8 APR.



### **EUAA Practical Guide on Free Legal Counselling <sup>(34)</sup>**

The guide provides guidance on the way the concept of free legal counselling may be approached based on the requirements set in the APR and in the AMMR.

#### **Standard 29. Information on the right to access legal assistance and representation is provided to the applicant.**

**Indicator 1.** Information on the possibility to contact providers of legal assistance or representation is provided as soon as possible and no later than at registration of the application for international protection

- **Additional remarks:** *legal assistance or representation is at the cost of the applicant, unless it is provided for free according to the national law.*

**Indicator 2.** The information covers the conditions under which free legal assistance and representation can be provided.

#### **Good practice**

The information includes an overview of the actors that can provide legal assistance and representation according to national law.

#### **Standard 30. The legal adviser who legally represents an applicant has access to the information in the case file on which basis the decision is or will be taken.**

**Indicator 1.** Rules are in place to regulate access to relevant information in the file.

**Indicator 2.** Such rules are clear and publicly accessible.

<sup>(34)</sup> EUAA, *Practical Guide on Free Legal Counselling: Organisation of the provision of free legal counselling*, October 2025, <https://euaa.europa.eu/publications/practical-guide-free-legal-counselling>.

## Training and support for the case officers



### Asylum Procedure Regulation (APR)

Article 4(8) – Competent authorities

Article 13(6) and (8) – Requirements for personal interviews

Article 34(3) – Examination of applications

**Standard 31. The personnel of the determining authority in charge of interviewing applicants and examining the applications possess the knowledge and skills required to perform such tasks.**

**Indicator 1.** Each case officer has a thorough and timely introduction to their role, including the applicable code of conduct.

**Indicator 2.** Case officers have been trained on issues relevant to international and Union fundamental rights standards, as well as international and Union law on asylum <sup>(35)</sup>.

- **Additional remarks:** the training programme for case officers could include the EUAA Training Curriculum <sup>(36)</sup>, especially the core modules: Asylum Interview Method, Evidence Assessment, and Inclusion.

**Indicator 3.** Case officers have acquired knowledge of the factors that could adversely affect an applicant's ability to be interviewed, and know how to address them.

- **Additional remarks:** circumstances and experiences that the applicant suffered as severe forms of persecution or serious harm in the past could include torture, trafficking in human beings, etc.

#### Good practices

- A training syllabus for each training module / programme is in place.
- Core training is given immediately upon recruitment and before the case officer begins conducting interviews and examining applications.
- On-the-job training/coaching is provided to the case officer.
- A mechanism is in place to identify training needs and appropriate training solutions.

<sup>(35)</sup> The training includes the following subjects: specific legal issues and case-law of national courts, the CJEU and the European Court of Human Rights and other relevant developments in the field of asylum law; determining whether an applicant qualifies for international protection; processing applications for international protection; interview techniques; evidence assessment; relevant case-law using expert medical and legal reports in the procedure for international protection; producing and using information on third countries.

<sup>(36)</sup> EUAA, *Training Catalogue*, August 2022, <https://euaa.europa.eu/training-catalogue>.



**Standard 32. When the personal interview is conducted by authorities other than the determining authority <sup>(37)</sup>, the personnel conducting the personal interview are appropriately trained for this task.**

**Indicator 1.** The personnel conducting the personal interview have completed necessary basic training, organised by their national authority or by the EUAA, in particular with respect to international human rights law, the EU asylum acquis and asylum interview method.

**Standard 33. Necessary and appropriate support for the case officers is in place.**

**Indicator 1.** Refresher training and specialised training is provided to case officers in a regular manner depending on the needs.

**Indicator 2.** Case officers have the possibility to seek advice, whenever necessary, from experts on particular issues, such as medical, cultural, religious, mental-health, child-related or gender issues.

**Good practice**

Thematic/quality focal points are appointed within the administration to facilitate access to expert advice.

<sup>(37)</sup> According to Article 13(6) APR: 'Personal interviews shall be conducted by the staff of the determining authority. Where there is a disproportionate number of third-country nationals or stateless persons who make an application within the same period of time, making it unfeasible to conduct timely personal interviews of each applicant, the determining authority may be assisted temporarily by the staff of other authorities of that Member State who shall receive in advance the relevant training which shall include the elements listed in Article 8 of Regulation (EU) 2021/2303 to conduct such interviews or by the Asylum Agency in accordance with Article 5'.



# Examination of the application

## Personal interview



### Asylum Procedure Regulation (APR)

- Article 11 – Admissibility interview
- Article 12 – Substantive interview
- Article 13 – Requirements for personal interviews
- Article 14 – Report and recording of personal interviews



### [Practical Guide: Personal Interview](#)

The *Practical Guide: Personal Interview* <sup>(38)</sup> promotes a structured interview method in line with the European Asylum Curriculum. This structured approach leads the user through the following stages: preparation for the personal interview; opening the interview and providing information; conducting the interview, including guidance regarding the substance of the application that needs to be explored during the interview; closing the interview, and post-interview actions to be taken.

## Invitation to the personal interview

**Standard 34.** Where the applicant receives an invitation for a personal interview, the information about the personal interview provided to the applicant is direct, clear and accurate.

**Indicator 1.** The written personal invitation includes at least information as to the date, time and place of the personal interview.

- **Additional remarks:** where an application is lodged on behalf of the applicant's minor child, the determining authority takes into consideration the child's right to be heard <sup>(39)</sup>, when deciding whether the child will be invited to an interview.

<sup>(38)</sup> EASO, *Practical Guide: Personal interview*, October 2014, <https://euaa.europa.eu/publications/practical-guide-personal-interview>.

<sup>(39)</sup> See Article 12 of UN General Assembly, Convention on the Rights of the Child, United Nations, Treaty Series, vol. 1577, p. 3, 20 November 1989 the Convention on the rights of the child, <https://www.ohchr.org/en/instruments-mechanisms/instruments/convention-rights-child>.



### Good practices

- The invitation to the personal interview gives the applicant reasonable time to prepare for the personal interview.
- The invitation to the personal interview includes information on:
  - the type of interview, if it is an admissibility or substantive interview;
  - the presence of an interpreter and/or the language of the interview;
  - the format of the interview – whether in person or remote – and the modalities in case of a remote interview;
  - the person that the applicant must contact in case that they cannot show up for the interview;
  - whether the minor children are expected to be present or not;
  - the obligation of the applicant to bring documents that support their application.

## Preparation of the interview

**Standard 35. The case officer carefully studies the case file before conducting the personal interview.**

**Indicator 1.** The case file is available to the case officer with sufficient time to allow for the preparation of the interview.

**Indicator 2.** Whenever possible, preparation takes into account all the elements that could influence the conducting of the interview, including any requests made as to the sex of the interviewer and/or interpreter.

**Indicator 3.** Preparation takes into account all the elements that are relevant for the assessment of the claim.

- **Additional remarks:** *these elements could be relevant for both the conducting of the interview and the assessment of the claim.*
- *Whenever possible, based on the information of the case file, the case officer identifies and addresses any special procedural guarantees the applicant may be in need of.*

### Good practice

The profile of the applicant is taken into consideration to decide whether a trainee can be present during an interview.

**Indicator 4.** The case officer consults relevant country of origin information (COI) that applies to the case, prior to the interview.

### Good practice

The case officer prepares topics to explore to serve as a basis for the interview, taking into account any information on file and the relevant COI.



**Standard 36. The personal interview takes place in a language the applicant understands.**

**Indicator 1.** A system is in place to ensure that a sufficient number of appropriate interpreters can be made available.

**Indicator 2.** A system is in place to ensure that interpreters have the necessary knowledge and expertise to ensure appropriate communication with the applicant and/or the translation of documents.

- **Additional remarks:** *the interpreter might be asked to provide an unofficial translation of the key points of the documents that are submitted during the interview.*

**Indicator 3.** Tools such as a standard leaflet or a guide are used to ensure that interpreters know the key concepts and terminology relevant to the assessment of applications for international protection.

**Indicator 4.** A process is in place to ensure that possible deficiencies in the provision of interpretation are promptly addressed.

**Good practices**

- Requirements for interpreters include certified training (EUAA modules on interpretation <sup>(40)</sup>) as well as signing a Code of conduct and a confidentiality declaration before starting to work as an interpreter in the asylum procedure
- A mechanism is in place to ensure a valid alternative in case no interpreter for the language the applicant understands is available. Possible alternatives are:
  - postponing the interview to the earliest possible date;
  - conducting the personal interview in another language that the applicant understands;
  - engaging an interpreter of the required language to interpret the interview remotely through video conference;
  - cooperating with other Member States and/or the EUAA to find an appropriate interpreter.

<sup>(40)</sup> EUAA, 'Modules on interpretation' in *Training Catalogue*, August 2022, <https://euaa.europa.eu/training-catalogue/modules-interpretation>.



**Standard 37. Depending on national legislation, a cultural mediator could be present at the personal interview.**

**Indicator 1.** Where envisaged by the national legislation, a system is in place to ensure the availability of a sufficient number of appropriate cultural mediators to assist in interviews.

**Indicator 2.** A system is in place to ensure that cultural mediators have the necessary knowledge and expertise to ensure understanding between people from different cultural backgrounds

**Indicator 3.** Tools such as a standard leaflet or a guide are used to ensure that cultural mediators know the key concepts and terminology relevant to the assessment of applications for international protection.

**Good practice**

Requirements for cultural mediators include certified training (EUAA modules on interpretation <sup>(41)</sup>) as well as signing a Code of conduct and a confidentiality declaration before starting to work as a cultural mediator.

**Standard 38. Guidelines on how to conduct the personal interview are available to the authorities conducting the personal interview.**

**Indicator 1.** The interview guidelines, that can take the form of standard operating procedures, are accessible to and applied by the relevant staff.

**Standard 39. The interview rooms are appropriate to conduct personal interviews, in full respect of confidentiality and security.**

**Indicator 1.** Internal guidelines are established for the setup of an interview room, in particular taking into account applicants with special needs.

**Good practice**

Provide dedicated interview rooms, including appropriate decoration and other child-friendly materials.

Interview rooms suitable for people with disabilities and reduced mobility are available

**Indicator 2.** Specific guidelines apply on security and emergency situations during the interview.

<sup>(41)</sup> EUAA, 'Modules on interpretation' in *Training Catalogue*, August 2022, <https://euaa.europa.eu/training-catalogue/modules-interpretation>.





**Good practice**

Training on dealing with security and emergency situations is provided to case officers, for example on first aid.

**Indicator 3.** The interview is conducted in a room where the applicant cannot be heard or seen by the public.

**Good practice**

When calling the applicant in the waiting room, use forms of identification other than the applicant's name to ensure anonymity.

**Indicator 4.** Internal rules apply to ensure that the interview is not unnecessarily interrupted.

**Good practices**

- Provide dedicated and supervised areas/rooms for the applicant's children, with safe toys and drawing materials that the children can use to be occupied while the interview takes place.
- The equipment is checked prior to the interview to confirm that it is in place and functioning
- Water and tissues are made available to the applicant in the interview room.

**Standard 40. The recording of the personal interview is ensured.**

**Indicator 1.** Audio means and technical equipment/hardware is available for the recording of the interview.

**Indicator 2.** Guidelines are in place on how the interview is recorded and the recording is stored.

**Indicator 3.** The recording is included in the applicant's file.

**Good practice**

A helpdesk and a manual are available to ensure the proper functioning of the interview recording equipment.





### **EUAA Practical Guide on the Audio Recording of Personal Interviews <sup>(42)</sup>**

The practical guide is addressed to national administrations responsible for personal interviews. It aims at providing practical guidance on how to set up and manage the audio recording of interviews. It includes guidance, examples of good practices from Member States as well as useful tips.

**Standard 41. In case the determining authority conducts interviews by video conference, a process is in place to ensure that this format is only used when duly justified**

**Indicator 1.** A workflow is in place on how the determining authority decides to conduct or not remote interviews.

**Indicator 2.** Guidance is in place for the determining authority to assess the situations under which a remote interview can take place.

**Standard 42. In case the determining authority conducts interviews by video conference, a process is in place to ensure that the necessary arrangements are in place in terms of appropriate facilities, procedural and technical standards to conduct such interview.**

**Indicator 1.** Guidance is in place specifying the appropriate locations for conducting remote interviews.

**Indicator 2.** Guidance is in place on the technical modalities for conducting remote interviews.

**Indicator 3.** Guidance is in place on the procedural standards that need to be applied when conducting remote interviews.

<sup>(42)</sup> EUAA, *Practical Guide on the Audio Recording of Personal Interviews*, October 2025, <https://euaa.europa.eu/publications/practical-guide-audio-recording-personal-interviews>.



**EUAA Guidance on Remote Interviews <sup>(43)</sup>**

This guide provides an overview of the legal framework for remote interviews and presents procedural and technical standards that can contribute to high-quality remote interviews. Guidance is also provided on the process of deciding when to conduct a remote interview, and when to avoid doing so. Separate chapters provide more hands-on guidance regarding communication and interview techniques in the remote context. The annexes provide checklists that can support case officers in their day-to-day work.

## Opening of the interview

**Standard 43. At the opening of the interview, the purpose and the context of the interview are explained to the applicant.**

**Indicator 1.** The interviewer introduces themselves and the other persons in the interview room to the applicant and clarifies the role of each person present.

**Good practices**

- The interpreter is present for the first contact with the applicant.
- The seating arrangement should be made in such a way that the case officer sits opposite the applicant and the interpreter sits neutrally between the applicant and the case officer.

**Indicator 2.** The necessary information given to the applicant is provided at the opening of the interview, including: the purpose of the interview, the principle of confidentiality, the possibility of breaks, the obligations of the applicant, the possibility to lodge relevant documents and the procedure to be followed, and how the interview will be recorded and reported.

**Good practice**

Case officers have a checklist or are aware of and follow a standardised practice to ensure that they follow all the steps and provide the necessary and up-to-date information.

**Indicator 3.** After the introductory stage of the personal interview, the mutual understanding between the applicant and the interpreter is verified.

<sup>(43)</sup> EUAA, *Guidance on Remote Interviews*, April 2025, <https://euaa.europa.eu/publications/guidance-remote-interviews>.



## Conducting the interview

### Standard 44. Conditions for conducting an adequate interview are put in place.

**Indicator 1.** Sufficient time is allocated for the interview to allow the applicant to submit all the elements needed to substantiate their claim and/or provide reasons as to why inadmissibility grounds would not be applicable to them.

**Indicator 2.** The applicant and the interpreter are encouraged to indicate any communication/comprehension issues at any stage of the personal interview.

**Indicator 3.** Throughout the interview, it is verified that the questions regarding the key elements have been correctly understood.

**Indicator 4.** The applicant is given the opportunity to provide explanations on any possible inconsistencies, contradictions or missing elements throughout the interview.

**Indicator 5.** The interviewer makes sure that the applicant has nothing more to add before closing the interview.

**Indicator 6.** There is a mechanism to monitor the duration of an interview.

- **Additional remarks:** *each adult applicant should be interviewed separately from the other family-members.*

#### Good practices

- Standard operating procedures are in place for conducting personal interviews.
- Interview templates per procedure and/or profiles are in place.

## Closing the interview

### Standard 45. The applicant is given the opportunity to make comments or provide clarifications orally at the end of the personal interview or in writing <sup>(44)</sup> before the determining authority takes a decision <sup>(45)</sup>

**Indicator 1a.** At the end of the interview, the applicant is given the opportunity to provide comments and/or clarifications orally or in writing.

<sup>(44)</sup> The comments or clarifications can regard any incorrect translations or misunderstandings or other factual mistakes appearing in the report, the transcript of the interview or the transcript of the recording.

<sup>(45)</sup> This obligation ceases to exist if, according to the national law, the recording or transcript may be admitted as evidence in the appeal procedure or if it is clear to the determining authority that the applicant will be granted refugee status or subsidiary protection status, when the subsidiary protection status offers the same rights and benefits as refugee status (Article 14(5) APR).



| OR                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Indicator 1b.</b> After the interview, a specific and reasonable time limit is given to the applicant to provide comments and/or clarifications orally and/or in writing before the determining authority takes a decision. |
| <b>Indicator 2.</b> Any additional comment or clarification made by the applicant is integrated or attached to the transcript/report.                                                                                          |

**Standard 46. The applicant is requested to confirm the content of the report or transcript of the interview <sup>(46)</sup>.**

**Indicator 1a.** At the end of the interview, the applicant is given the opportunity to confirm the content of the report or transcript.

| OR                                                                                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Indicator 1b.</b> After the interview, a specific and reasonable time limit is given to the applicant to confirm the content of the report or transcript before the determining authority takes a decision. |
| <b>Indicator 2.</b> The refusal by the applicant to confirm the content of the report or transcript and the reasons for this refusal are entered in the applicant's file.                                      |

**Standard 47. The applicant is appropriately informed about the next steps of the procedure.**

**Indicator 1.** The case officer makes sure that the applicant has understood the next steps of the procedure.

**Good practice**

The applicant is informed as to the approximate date when the decision will be issued and that they will be notified in writing.

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<sup>(46)</sup> This obligation ceases to exist if, according to the national law, the recording or transcript may be admitted as evidence in the appeal procedure or if it is clear to the determining authority that the applicant will be granted refugee status or subsidiary protection status, when the subsidiary protection status offers the same rights and benefits as refugee status (Article 14(5) APR).



# Case file management system



## Asylum Procedure Regulation (APR)

Article 7 – Confidentiality principle

Article 72 – Data storage



## Qualification Regulation <sup>(47)</sup>

Article 4(3) – Submission of information and assessment of facts and circumstances

**Standard 48.** All information concerning the case is transmitted to the responsible case officer properly and in a timely manner in order to ensure that they have all the relevant information at their disposal before the personal interview and before the decision.

**Indicator 1.** The case file management system allows to correctly link any (new) piece of information to the case file, to immediately locate the relevant case file and/or to identify the responsible case officer.

**Indicator 2.** The time between the receipt of any (new) piece of information and the moment when it is made available to the responsible case officer can be monitored.

**Standard 49.** The case file management system ensures the confidentiality of the information contained in the personal file of the applicant, in line with the GDPR.

**Indicator 1.** Access to the personal file (both electronic and physical) is tracked and monitored to ensure that only relevant staff may access the file on a need-to-know basis, e.g. the need to consult case files with similar profiles and/or decisions for instructive purposes.

<sup>(47)</sup> [Regulation \(EU\) 2024/1347](#) of the European Parliament and of the Council of 14 May 2024 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, amending Council Directive 2003/109/EC and repealing Directive 2011/95/EU of the European Parliament and of the Council (OJ L, 2024/1347, 22.5.2024).





**Indicator 2.** Clear internal rules are in place and are made available to all relevant staff on how to respond to requests for access to the file by the applicant, family members or representatives, in accordance with the national legislation <sup>(48)</sup>.

**Indicator 3.** The applicants' data is stored for ten years from the date of the final decision on an application for international protection.

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<sup>(48)</sup> Regarding the right of access to the file see also CJEU, judgment of 22 September 2022, [GM v Országos Idegenrendészeti Főigazgatóság and Others](#), C-159/21, ECLI:EU:C:2022:708, paras. 47-58. Summary available in the [EUAA Case Law Database](#).





# Country of Origin Information



## Asylum Procedure Regulation (APR)

Article 34(2)(b) – Examination of applications

**Standard 50. Ensure case officers have access to relevant, precise and up-to-date information relating to the country of origin and any other third country relevant to the examination of the case.**

**Indicator 1.** Necessary technical arrangements are made in order for the case officers to have access to national COI platforms and/or any other relevant platforms, webpages or other needed for their daily work.

**Indicator 2.** An overview of appropriate COI references for specific asylum topics/claims is available to case officers and is updated on a regular basis.

**Indicator 3.** A system is in place to assist the case officer to obtain relevant advice and, when necessary, further research on COI topics.

**Indicator 4.** When a new COI report or an answer to a query is issued or published, it is communicated to the personnel responsible for examining applications and making decisions.

### Good practices

- The determining authority runs and regularly updates an internal database or electronic platform that allows case officers to access and search relevant COI.
- The determining authority has staff or a specific unit specialised in the research of COI.

**Standard 51. Case officers are trained in how to access and use the necessary information.**

**Indicator 1.** The case officer is trained in how to effectively search, select and take into account relevant COI from various, accurate sources.





### **EUAA COI Portal**

The [EUAA COI portal](#) provides access to COI for use in protection status determination procedures. It holds carefully selected information on countries of origin to assist asylum practitioners (COI researchers, case officers, decision and policy makers, lawyers, legal aid providers and judges).

It allows users to stay up-to-date on COI-related events and publications and on COI workshops or conferences organised by the EUAA.



# Translation of relevant documents



## Asylum Procedure Regulation (APR)

Article 34(4)– Examination of applications

**Standard 52** A process to ensure the translation of documents assessed as relevant by the determining authority for the examination of the application is established by the determining authority and communicated to the applicants.

**Indicator 1.** Guidance is available on assessing which documents are relevant for the examination of the application.

- **Additional remarks:** *in the case of subsequent applications, the determining authority may decide that the applicant is responsible for the translation of documents.*

**Indicator 2.** The modalities under which the translation takes place mention in detail:

- an indication allowing for the identification of the translator;
- the date the translation took place;
- clarification as to whether it is a verbatim translation or a summary of the document;
- indication if/where the document is not legible or understandable.

**Indicator 3.** A mechanism is in place to secure the necessary funds for translation.



**Standard 53. Applicants are provided with information on how to translate at their own cost other documents that are not translated by the authority.**

**Indicator 1.** The information on the translation of other documents that the applicant wishes to submit is provided to them when presenting the documents that the determining doesn't deem relevant and therefore will not translate.

**Indicator 2.** The translations provided by the applicant at their own cost include the following details:

- the name of the translator(s) or other information allowing to identify the translator(s);
- the date when the translation was completed;
- whether it is a verbatim translation or a summary of the original document;
- clear annotation(s) of any parts of the original document that are not legible or understandable.

**Indicator 3.** If a timeframe is set for the applicant to submit translations of documents and if there are consequences for not doing it, this information should be clearly communicated to the applicant.



# Implicit withdrawal of an application



## Asylum Procedure Regulation (APR)

Article 8(2)(c) – General guarantees for applicants

Article 41 – Implicit withdrawal of applications

**Standard 54. The applicant is informed of the consequences of not complying with their obligations and the situations that lead to the implicit withdrawal of an application.**

**Indicator 1.** The applicant is informed about the consequences of not lodging an application without good cause.

**Indicator 2.** Any request for submitting essential information is given in writing and/or orally, during the lodging phase or the personal interview.

**Indicator 3.** The information about the obligation to cooperate, to submit information essential to the asylum application, to provide biometric data, and to provide a postal address, when available, should also include the consequences of not adhering to these obligations.

**Indicator 4.** An invitation for the personal interview is given to the applicant in writing. The invitation specifies the consequences of not appearing for the personal interview without a timely and valid explanation, in line with national law or practice.

**Indicator 5.** The applicant is properly informed, orally and/or in writing, of the consequences of absconding or leaving the place where they live or are held without authorisation, or of not complying with reporting duties or other obligations to communicate a change of address.

**Indicator 6.** The information about the obligation to stay in the Member State where they lodged an application includes the consequences of not adhering to this obligation.

### Good practice

In cases where the applicant fails to appear for the personal interview, check for recent updates to their address and contact details or contact the reception centre.



**Standard 55. Safeguards are in place before the determining authority makes a decision declaring that the application has been implicitly withdrawn.**

**Indicator 1.** A workflow ensuring timely and accurate information exchange is in place to regulate communication between the authority assessing the implicit withdrawal and the determining authority, when these are separate entities.

**Indicator 2.** When the application has been implicitly withdrawn a decision is issued by the determining authority.

**Indicator 3.** The competent authority informs the applicant of all procedural consequences of the withdrawal.

**Good practice**

A system is in place to track the date of the decision declaring the application as implicit withdrawal.



# Concluding the examination as soon as possible



## Asylum Procedure Regulation (APR)

### Article 35 – Duration of the examination procedure

**Standard 56. Every stage of the first-instance asylum procedure is followed without any undue delay and measures are in place to monitor, manage, and minimise delays throughout the process.**

**Indicator 1.** Internal guidance or targets apply, indicating the expected timeframe for the different steps of the procedure.

**Indicator 2.** The workflow and the activities required to meet the time limits are clearly described. The workflow is reviewed/adjusted regularly.

**Indicator 3.** Internal guidance applies setting a threshold for identifying delays at each step of the procedure, and an oversight mechanism to monitor and to adequately respond to any arising delays is in place.

**Standard 57. The personal interview is organised in a way that prevents unnecessary delays.**

**Indicator 1.** The personal interview is scheduled as soon as possible, (in accordance with national law) after the lodging of the application and taking into consideration [Standard 34](#).

**Indicator 2.** Measures are taken to ensure that the interview can take place as soon as possible in case of any unforeseen circumstances on the part of the determining authority.

**Indicator 3.** Any known issues with the language of interpretation for the personal interview are dealt with in advance of the personal interview, in order to find appropriate alternatives.

**Indicator 4.** The necessary arrangements for special procedural guarantees are made soon after the registration and before the personal interview, including considerations for the most appropriate time for the interview.



**Indicator 5.** Postponement of the planned interview upon the request of the applicant is accepted, in accordance with the national legislation, only upon presentation of a valid justification.

**Standard 58. The pending cases are closely monitored and properly managed.**

**Indicator 1.** An internal mechanism is in place to monitor the pending cases, highlighting in particular the step(s) of the procedure at which they have been pending and for how long.

**Indicator 2.** Based on the result of such monitoring, the necessary measures are taken to reduce the number of pending cases.

**Good practices**

- Specific COI is collected and/or guidance is established on specific groups of pending cases.
- Statistics are collected periodically through the national asylum database to monitor pending cases.



# Decision



## Asylum Procedure Regulation (APR)

Article 8(2)(f) and Article 8(6) and (7) – General guarantees for applicants

Article 36 – Decisions of applications

## Stating all reasons in fact and in law

**Standard 59. A quality assurance mechanism is in place to ensure that all decisions are soundly motivated both in fact and in law.**

**Indicator 1.** Support tools are available to assist the case officer on how to formally motivate the decision (e.g. checklists, guidelines).

**Indicator 2.** Decision template(s) are available to the case officer.

**Indicator 3.** A quality assurance mechanism is put in place to regularly review the interviews and decisions, including the provision of feedback to the case officers.

- **Additional remarks:** *the quality assurance mechanism establishes an internal process for ensuring the quality of decision drafting.*
- *The quality assurance mechanism includes cases from all types of procedures.*

### Good practices

- The four-eye principle ensures that any decision is reviewed by at least two staff members before it is finalised.
- A 'case-bank' or repository of decisions is maintained for both training and reference purposes. This may include decisions on different workflows (e.g. admissibility, substance, implicit and explicit withdrawal) from various countries on different claims that have been reviewed by the competent team or department and meet the quality criteria.
- Recommendations and guidance by UNHCR are taken into consideration for substantiating the decision.





### EUAA Quality Assurance Tool

The EUAA [Quality Assurance Tool](#) provides Member States with a common framework for internal quality assessment and assurance. This flexible tool brings clarity and consistency when assessing the quality of the asylum process and in particular the personal interview and first instance decision. It consists of two modules that can be used together for a more complete assessment of the overall quality of the examination of applications for international protection, or separately if there is a need to focus on just one of the two aspects.

**Standard 60.** Where an application is lodged on behalf of the applicant's minor child, the determining authority pays particular attention to any specific grounds that could be applicable to the child on an individual basis.

**Indicator 1.** Specific internal guidance is provided to the case officers on how to take into account the situation of accompanied children.



### *Practical guide on the best interests of the child in asylum procedures* <sup>(49)</sup>

This practical guide provides guidance and support to the competent national authorities on the required guarantees and safeguards to ensure that the child's best interests are given primary consideration when making decisions affecting the child in asylum procedures. 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. At the end, it presents a comprehensive checklist designed to ensure that all key steps are completed by the responsible authorities and appropriately taken into account when assessing the child's best interests. The guide is complemented by a set of annexes, a compilation of policy and guidance documents relevant to the topic and an overview of the legal framework including international, European and EU legal instruments.

<sup>(49)</sup> EASO, *Practical Guide on the Best Interests of the Child*, February 2019, <https://euaa.europa.eu/publications/practical-guide-best-interests-child>.



## Notification of the decision

**Standard 61. The decision is properly notified to the applicant.**

**Indicator 1.** The determining authority follows a workflow to ensure that the applicant is notified of the decision as soon as possible.

**Standard 62. The applicant is informed of the result of the decision in writing, in a language that they understand.**

**Indicator 1a.** Where the decision is notified to the applicant, either by post or electronic processes, it is accompanied by a document, in a language the applicant understands, that informs of the result of the decision.

**OR**

**Indicator 1b.** Where the applicant is notified of the decision in person, they are informed of the result in a language that they understand.

- **Additional remarks:** *in case of a positive decision, information is provided on the newly acquired rights and obligations.*
- *Any special needs of the applicant are taken into consideration when notifying the decision (e.g. visual impairments or other disabilities).*
- *Decisions on applications for international protection are given in writing.*

**Standard 63. In the event of a negative decision <sup>(50)</sup>, the applicant receives information on the result of the decision and on how to challenge it.**

**Indicator 1.** The applicant is provided with information in writing on the result of the decision.

<sup>(50)</sup> Where reference is made to a negative decision this is with regard to refugee or subsidiary protection status.



**Indicator 2.** The applicant is provided with information in writing on how to challenge a negative decision, including on the competent body to assess the appeal and the applicable time limits to appeal, in accordance with national law.

- **Additional remarks:** *information should be provided in clear and non-technical language.*

*Where a representative or legal adviser represents the applicant, the result of the decision and how to challenge the decision can be notified to them instead of the applicant, without a need for translation. In this case, the fact of whether or not international protection is granted is communicated to the applicant in writing in a language they understand, together with information on how to challenge the decision.*

**Good practices**

- Where necessary and appropriate, the information above is also provided orally in a language the applicant understands.
- Information for the provision of free legal assistance can also be reiterated at this stage.

**Indicator 3.** Information on the suspensive effect of the appeal is provided to the applicant, including information on how to request the suspension of any removal measure in accordance with national legislation.

**Indicator 4.** Information on how to challenge a negative decision is provided together with the notification of the negative decision.

**Indicator 5.** Information on how to challenge a negative decision is included systematically in the decision or in a separate document attached to the decision.

**Indicator 6.** Individual circumstances of the applicant are taken into account when providing information on how to challenge a negative decision.

- **Additional remarks:** *internal guidance is available on how to provide information to persons in need of special procedural guarantees in an adapted manner, for example in cases of visual impairments or intellectual disabilities.*

**Good practices**

- All decisions are notified orally by competent officers, who can answer questions and provide clarifications to the applicant during the notification.
- Clarifications on the reasons for a negative decision at first instance are given at the request of the applicant. The applicant has access to staff of the competent authorities or other actors, who can clarify the reasons for the negative decision in a non-technical way.



# Information on the delay of the decision and the reasons/timeframe



## Asylum Procedure Regulation (APR)

Article 35(4) to (7) – Duration of the examination procedure

**Standard 64. A monitoring system allows to identify cases for which a decision is not issued in time.**

**Indicator 1.** A system is in place to track cases for which a decision on the merits cannot be taken within six months of the lodging.

**Indicator 2.** A target is set at national level for the timeframe to issue the decisions, in respect of the legal timeframes. This target is communicated to all officers and monitored.

**Standard 65. There is a workflow in place when decisions cannot be expected within the time limit of six months due to an uncertain situation in the country of origin.**

**Indicator 1.** The determining authority informs the applicant in a language they understand of the reasons for the postponement.

**Indicator 2.** The determining authority conducts reviews of the situation in that country of origin at least every 4 months.

**Indicator 3.** The determining authority takes into account reviews of the situation in the country of origin carried out by the EUAA.

**Indicator 4.** A communication channel is established to inform the Commission and the EUAA of the postponement of decisions for a specific country of origin.

**Indicator 5.** An oversight mechanism is in place ensuring that, in any case, the examination is concluded within 21 months from the lodging of an application.

- **Additional remarks:** depending on the national context, additional information may need to be provided to the applicant on any specific steps they have to take, such as the renewal of the certifying document of the applicant's status.



## Special procedures

### Accelerated examination procedure



#### Asylum Procedure Regulation (APR)

Article 21 – Applicants in need of special procedural guarantees

Article 35 – Duration of the examination procedure

Article 42 – Accelerated examination procedure

**Standard 66. A work process is in place to ensure compliance with the mandatory grounds for accelerating the examination of the application on the merits.**

**Indicator 1.** A process is in place to identify the cases falling under the accelerated examination.

**Indicator 2.** Guidance on how to assess the grounds for accelerating the examination is available.

**Indicator 3.** A process is in place to ensure that the accelerated examination procedure does not apply or ceases to apply when the necessary support to applicants in need of special procedural guarantees cannot be provided.

**Indicator 4.** A process is in place to ensure that the accelerated examination procedure does not apply or ceases to apply when the relevant ground is not present anymore.

**Indicator 5.** EUAA guidance notes available on the situation in countries of origin are used as reference by national administrations.

- **Additional remarks:** *this indicator is relevant when applying the accelerated examination procedure in relation to applicants from a third country for which the proportion of decisions granting international protection is 20 % or lower, in accordance with Article 42(2)(j) APR.*

**Good practice**

The Member State has a digital monitoring mechanism keeping track of each application (i.e. procedural steps, duration, time limits).



**Standard 67. Where the Member State has established accelerated procedures for unaccompanied children within its national asylum legislation, a work process is in place to enable the respect of the best interests of the child.**

**Indicator 1.** A process is in place to effectively channel unaccompanied children to the accelerated examination procedure only when a ground that may be applied to unaccompanied children is identified.

**Indicator 2.** Internal guidelines on how to apply each ground for accelerating the examination procedure to unaccompanied children are developed as needed.

**Indicator 3.** A process is in place to ensure that accelerated examination procedure is not applied to unaccompanied children where the necessary support to meet the needs of special procedural guarantees cannot be provided in the framework of accelerated procedures.

- **Additional remarks:** *the accelerated examination procedure may be applied to unaccompanied children only on the grounds listed under Article 42(3) APR (exhaustive list).*

**Standard 68. Mechanisms are in place to adhere to the time limits for the examination of cases under the accelerated examination procedure.**

**Indicator 1.** A system to keep track of and monitor the number of applications and the processing times under the accelerated examination procedure is in place.

**Indicator 2.** Relevant measures are in place to meet the set time limits.

**Indicator 3.** An oversight mechanism is in place to track cases under the accelerated procedure but for which a decision cannot be taken within 3 months from the date of the lodging of the application.

- **Additional remarks:** *where there are issues too complex to be examined under the accelerated examination procedure, the examination may continue under the regular procedure. It is ensured that the applicant is informed of the change in the procedure.*



## Admissibility procedure



### Asylum Procedure Regulation (APR)

Article 11 – Admissibility interview

Article 13 – Requirements for personal interviews

Article 34 – Examination of applications

Article 38 – Decision on the admissibility of the application

**Standard 69. A work process is in place to identify and examine cases falling under the admissibility grounds.**

**Indicator 1.** A mechanism is in place to identify the cases falling under admissibility grounds.

**Indicator 2.** Internal guidelines are available on how to apply the relevant grounds.

**Indicator 3.** A work process is established to verify if a Member State other than the Member State examining the application has already granted international protection <sup>(51)</sup>.

**Standard 70. Provisions are made to allow the applicants to present their views with regard to the admissibility grounds.**

**Indicator 1.** The applicant is informed of the fact that their application is examined under the admissibility procedure and on which grounds.

**Indicator 2.** A personal interview is organised to ask the applicant specific questions on the inadmissibility criteria, taking into account the specific exceptions for subsequent applications.

<sup>(51)</sup> For standards and indicators relevant to the information registered in the Eurodac database see :EASO, [Guidance on the Dublin Procedure: Operational standards and indicators](https://euaa.europa.eu/publications/guidance-dublin-procedure), March 2020, <https://euaa.europa.eu/publications/guidance-dublin-procedure>. The guide is being updated in view of the AMMR.



## Subsequent applications



### Asylum Procedure Regulation (APR)

Article 38 APR - Decision on the admissibility of the application

Article 55 APR – Subsequent applications

Article 56 APR - Exception from the right to remain in subsequent applications



### Asylum and Migration Management Regulation (AMMR)

Article 51– Information sharing

**Standard 71. A process is established in order to ensure that a subsequent application is examined taking into account the examination of the previous application(s).**

**Indicator 1.** The case officer responsible for the examination of a subsequent application has access to all the elements of the file of the previous examination(s).

- **Additional remarks:** *a process is in place to allow for the exchange of information between the Member States concerned without undue delay<sup>(52)</sup>. The exchange is initiated by the Member State responsible to decide on the new application. The Member State which previously granted international protection, within reasonable time, is required to send the information in its possession that led to granting international protection<sup>(53)</sup>.*

**Standard 72. A procedure for preliminary examination is in place.**

**Indicator 1.** Internal guidelines are in place on what can be considered as new elements or findings that significantly add to the likelihood of the applicant qualifying as a beneficiary of international protection, unless already sufficiently detailed in the national law.

<sup>(52)</sup> See Article 51(3) AMMR: 'Provided that it is necessary for the examination of the application for international protection, the Member State responsible may request another Member State to inform it about the grounds on which the applicant bases his or her application and, where applicable, the grounds for any decisions taken concerning the applicant. Where the Member State responsible applies Article 55 of Regulation (EU) 2024/1348, that Member State may also request information enabling its competent authorities to establish whether new elements have arisen or have been presented by the applicant. The requested Member State may refuse to respond to the request, if the communication of such information is likely to harm its essential interests or the protection of the liberties and fundamental rights of the person concerned or of others. The applicant shall be informed by the requesting Member State in advance about the specific information requested and the reason for that request.'

<sup>(53)</sup> See further in CJEU, judgment of 18 June 2024, [QY v Bundesrepublik Deutschland](#), C-753/22, ECLI:EU:C:2024:524, paras 78–79. Summary available in the [EUAA Case Law Database](#).



**Indicator 2.** A personal interview is organised, unless national law permits the preliminary examination to be conducted on the sole basis of written submissions.

**Indicator 3.** The applicant is informed of the outcome of the preliminary examination and of the consequences of a negative decision.

**Indicator 4.** A work process is in place, according to which an admissible subsequent application is further examined through the relevant procedure.

**Indicator 5.** Guidance is in place to ensure that applications are rejected as inadmissible where no new elements have arisen that either significantly increase the likelihood of qualifying for international protection or relate to a previously applied inadmissibility ground.

**Standard 73.** Where the Member State has established, within its national asylum legislation, restrictions to the right to remain in case of a subsequent application, a process is established to ensure compliance with the principle of *non-refoulement*.

**Indicator 1.** A mechanism is in place to identify the relevant cases.

**Indicator 2.** Internal guidelines on the restrictions of the right to remain have been established, as needed.

**Indicator 3.** Measures are in place to ensure that the principle of *non-refoulement* is respected.



## Asylum border procedure



### Asylum Procedure Regulation (APR)

- Article 43 APR – Conditions for applying the asylum border procedure
- Article 44 APR – Decisions in the framework of the asylum border procedure
- Article 45 APR – Mandatory application of the asylum border procedure
- Article 47 APR – The adequate capacity of a Member State
- Article 51 APR – Deadlines
- Article 52 APR – Determination of Member State responsible and relocation
- Article 53 APR – Exceptions to the asylum border procedure



### Asylum and Migration Management Regulation (AMMR)

- Article 51– Information sharing

**Standard 74. A system is in place to identify and process applications under the asylum border procedure.**

**Indicator 1.** A mechanism is in place to identify and refer the cases falling under the asylum border procedure.

**Indicator 2.** A work process on the channelling of applications out of the asylum border procedure is in place.

**Indicator 3.** A mechanism is in place to ensure that the asylum border procedure is not applied or ceases to apply when the grounds for the border procedure are not applicable or where other exceptions apply.

**Indicator 4.** A mechanism for monitoring fundamental rights in relation to the border procedure is in place, which meets the criteria set out in Article 10 Screening Regulation.



**Standard 75. The asylum border procedure is applied for unaccompanied children only in the circumstances referred to in Article 42 (3)(b).**

**Indicator 1.** A mechanism is in place to identify unaccompanied children at the time of referral to the border procedure, including through age assessment where necessary, and continues throughout the border procedure.

**Indicator 2.** Measures are put in place to monitor that only applications of unaccompanied children falling under Article 42(3) (b) are processed under the asylum border procedure.

**Indicator 3.** Internal guidelines and work processes ensure that guarantees are put in place, in particular appointing a representative for the minor, when applying the border procedure for unaccompanied children.

**Standard 76. A mechanism is in place to ensure adherence to the deadlines for the processing of applications under the asylum border procedure.**

**Indicator 1.** A mechanism is in place to keep track and monitor the processing times in the border procedure, from the registration stage.

**Indicator 2.** Measures are in place to ensure that the border procedure is concluded, within 12 weeks from when the application was registered, or 16 weeks in case of relocation <sup>(54)</sup>.

**Indicator 3.** Measures are in place to ensure that, where the timelines are not met, the applicant is authorised to enter the territory of the Member State concerned, unless one of the exceptions from their right to remain is applicable.

<sup>(54)</sup> In case of relocation, the time lapse is between registration of the application until the moment when the applicant has no longer a right to remain and is not allowed to remain, in accordance with Article 51(2) APR.



**Standard 77. A mechanism is in place to ensure the capacity to adequately carry out the asylum border procedure.**

**Indicator 1.** A staffing plan is available at national level, ensuring the necessary number of personnel to implement the asylum border procedure within the provided deadlines.

**Indicator 2.** A clear division of roles and responsibilities between the authorities is in place, allowing the implementation of the asylum border procedure from the screening until the return border procedure.

**Indicator 3.** Communication channels are available at national level, to allow access to information and timely information exchange between the actors involved in the screening, the asylum border procedure and the return border procedure.

**Indicator 4.** A monitoring mechanism is in place to track the number of applications in the asylum border procedure at any given moment and the number of applications examined in the border procedure within one calendar year.

- **Additional remarks:** *to determine the adequate capacity at any given moment, the number of applicants in the return border procedure also needs to be tracked by the competent authorities at national level.*



## Prioritisation



### Asylum Procedure Regulation (APR)

Article 34(5)– Examination of applications

**Standard 78.** Work processes are established for the prioritisation of examination of cases, to ensure that relevant cases are identified and processed within the relevant procedure.

**Indicator 1.** A mechanism is established to identify cases that can be prioritised.

**Indicator 2.** Internal guidelines are in place on how prioritisation is applied within the procedure.

**Indicator 3.** A mechanism is in place to keep track and monitor the processing times of prioritised applications.

**Good practice**

The Member State has a digital monitoring mechanism keeping track of each application (i.e. procedural steps, duration, time limits).



# Withdrawal of international protection



## Asylum Procedure Regulation (APR)

Article 65– Withdrawal of international protection

Article 66– Procedural rules for withdrawal of international protection

**Standard 79. A work process is established to identify new elements or findings that may indicate the need to reconsider the international protection that was granted.**

**Indicator 1.** The determining authority has established a cooperation mechanism with other relevant national administrations and/or other Member States to ensure the collection of relevant new elements or findings that may indicate there are reasons to reconsider the international protection that was granted.

**Indicator 2.** Work processes are in place to ensure that relevant, precise and up-to-date information from relevant and available national, Union and international sources is available to case officers.

**Indicator 3.** Work processes are in place to ensure that the common analysis on the situation in a specific country of origin and the guidance notes of the EUAA are taken into account.

**Indicator 4.** A mechanism is established to assess whether the new elements or findings are sufficient to start the process for reconsidering the international protection that was granted.

**Standard 80. A work process is established to enable the respect of the conditions for withdrawing international protection.**

**Indicator 1.** The determining authority has developed, where necessary, internal guidelines on how to apply the conditions under which international protection can be withdrawn, as described in the QR, with specific attention to the general principle of confidentiality within the asylum procedure.

**Indicator 2.** A mechanism is in place to ensure that international protection status is withdrawn when the provisions of Article 14(1) and of Article 19(1) QR apply.



**Standard 81. Provisions are in place for beneficiaries to present their views with regard to reconsideration of the international protection that was granted to them.**

**Indicator 1.** The beneficiary is informed in writing that their qualification as a beneficiary of international protection is being reconsidered, and the reasons for such reconsideration.

**Indicator 2.** The beneficiary is informed that they will be required to make a written statement and appear for a personal interview or hearing and answer questions, and that the competent authority will not be prevented from taking a decision to withdraw international protection in the event that they do not fulfil their obligations.

**Indicator 3.** A personal interview is organised during which the beneficiary of international protection can submit reasons as to why their international protection should not be withdrawn. During the interview, they are asked specific questions on the new elements or findings.

**Indicator 4.** The written statements submitted by the beneficiary as to why their international protection should not be withdrawn are taken into account by the examining authority.

**Indicator 5.** It is ensured that the determining authority does not obtain information from the alleged actors of persecution or serious harm in a way that would result in such actors being informed of the fact that the person concerned is a beneficiary of international protection whose status is under reconsideration.

**Indicator 6.** An oversight mechanism is in place to ensure that the decision to withdraw international protection is issued as soon as possible after the interview, that the reasons in fact and in law are stated and that information on how to challenge the decision and on the relevant time limits are provided in writing.



## List of standards

|                                                                                                                                                                                                                                                                                                                           |    |
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