EASO Training Catalogue
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Introduction to the EASO Training Curriculum

Supporting Member States’ national administrations and national services responsible for asylum matters through the establishment and provision of training is one of EASO’s obligations as defined under Article 6 of Regulation (EU) No 439/2010 (‘the EASO Regulation’). Since the establishment of the Office in 2012, EASO’s Training Curriculum has been providing Member States with high-quality learning material to case and reception officers and other officers working in the asylum and migration field. To date, we can proudly say that more than 23 000 officials have already followed the EASO Training Curriculum both across the EU and beyond. This number reflects the successful implementation of EASO’s training and learning strategy.

EASO’s Training Curriculum will continue to respond to the needs of national authorities, and, by doing so, will continue to support national administrations in achieving a common understanding and a harmonised application of EU standards in the field of international protection. Through training, learning and development, we will continue to support the practical implementation of the Common European Asylum System and the enhancement of quality standards.
What is the EASO Training Curriculum?

A common training system designed for case and reception officers, as well as other asylum practitioners throughout the EU Member States, Norway, and Switzerland (EU+ States).

A training system consisting of a number of interactive modules covering the entire field of international protection and developed within the framework of the 1951 Refugee Convention and its 1967 Protocol, the Common European Asylum System’s legal instruments and other relevant international and European law.

Developed by knowledgeable and experienced teams of Member States’ experts and thoroughly reviewed by an EASO Reference Group whose members come from the European Commission and other institutions of the EU as well as from international organisations and members of academia and civil society.

It is based on a blended-learning methodology, including both an online e-learning format and face-to-face sessions. This approach allows for the optimal delivery of both theoretical and practical aspects of the training.

A train-the-trainer methodology is adopted to support the development of skills, knowledge, and competencies of trainers who, upon completion of a training module, will be able to train personnel in national administrations thus creating a multiplier effect.

The training material is developed in English, with the possibility to translate the material into national languages. The translated versions allow for better implementation at a national level.

The Training Curriculum is also used as a basis for operational training, as well as to increase and develop capacity in third countries.
Who can make use of the EASO Training Curriculum?

The Curriculum is used across the EU as a permanent support tool. However, it can be further used in the framework of emergency or special support in response to specific situations or operations.

The Curriculum can also be used as a capacity-building instrument in the framework of the External Dimension.

The Curriculum targets asylum and reception authorities in the EU+ States. Other stakeholders working in the area of international protection and migration may also benefit from the Curriculum.

Certification

EASO also continues to work on a European Certification process. A certified EASO Training Curriculum will ensure that personnel responsible for asylum and reception matters are trained in line with the EU legislative framework and have the adequate knowledge, skills and competencies required to perform their duties.

To this end, 13 EASO Training Curriculum modules in the English language version have been accredited and certified by Middlesex University under the National Qualification Framework of England and Wales.

How can I obtain further information on the EASO Training Curriculum?

If you are interested in getting to know more about the EASO Training Curriculum, kindly contact training@easo.europa.eu.
EASO Training Curriculum Modules

Core modules
- Inclusion
- Interview Techniques
- Evidence Assessment

Introductory modules
- CEAS
- Introduction to International Protection

In-depth Knowledge
- Inclusion Advanced
- Reception
- Dublin III Regulation
- Asylum Procedures Directive
- Country of Origin Information
- Exclusion
- End of Protection
- Fundamental Right and International Protection in the EU
- Resettlement

Focus on Persons with Special Needs
- Interviewing Vulnerable Persons
- Interviewing Children
- Gender, Gender Identity and Sexual Orientation
- Trafficking in Human Beings
- Reception for Vulnerable Persons

For specific audiences
- Interpreters
- Managers

#EASOtraining
EASO Training Curriculum Modules

- Inclusion
- Interview Techniques
- Evidence Assessment
- Interviewing Vulnerable Persons
- Interviewing Children
- Gender, Gender Identity and Sexual Orientation
- Trafficking in Human Beings
- Inclusion Advanced
- Reception
- Dublin III Regulation
- Asylum Procedure Directive
- Country of Origin Information
- Exclusion
- End of Protection
- Resettlement
- Interpreters
- Managers
- Fundamental Rights and International Protection in the EU
- Common European Asylum System
- Introduction to International Protection
- Introduction to Didactics.

The modules of the EASO Training Curriculum are complemented by a Trainers’ Manual and a Training Handbook. The Trainers’ Manual is designed to assist trainers in delivering train-the-trainer and national training sessions. The Training Handbook serves as a reference tool and accompanies trainers in the course of their daily work by providing a summary of the key elements of the training material.
### 1 Inclusion

<table>
<thead>
<tr>
<th>Main Target Group</th>
<th>Asylum case officers</th>
</tr>
</thead>
</table>

#### Summary of Content

The *Inclusion* Module provides training on the interpretation and application of the 1951 Geneva Convention and its relation to the EU Qualification Directive. This module presents, through a structured and interactive method, the refugee definition and the grounds for subsidiary protection. It further explains key terms such as: persecution in relation to both the UNHCR Handbook and the Qualification Directive; the Convention grounds, that is: race, religion, nationality, political opinion, and a particular social group; the nexus between persecution (well-founded fear) and the Convention grounds; the key principle of *non-refoulement*, and other important elements to the qualification as a refugee or as a beneficiary of subsidiary protection.

The *Inclusion* Module is one of the core modules for asylum case officers. Together with the modules on *Interview Techniques* and *Evidence Assessment*, it lays the foundations for the knowledge, skills, and competencies needed for the tasks of a case officer.
## Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Identify who should be included in the asylum process;
- Analyse an applicant’s case to determine which protection status should be given;
- Explain their decision with reference to relevant law and practice.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>30 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>Bulgarian, Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovenian, Spanish, Turkish.</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011 Last upgrade: 2013</td>
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</tbody>
</table>
Main Target Group

New asylum case officers with a basic knowledge of asylum law and grounds for qualification for international protection.

Experienced asylum case officers who would like to refresh their knowledge and further expand skills and competencies in conducting interviews with applicants for international protection.

Summary of Content

The Interview Techniques Module introduces participants to the knowledge and skills that they will need in order to conduct a professional personal interview.

In this module, the structured interview protocol proposed by EASO for conducting the personal interview is referred to as the ‘Asylum Interview Method’ or AIM. The AIM builds on research and experience from other structured interview protocols and incorporates relevant research from psychology, law, and social studies. At the same time, it is adapted to the specific characteristics of the personal interview and the asylum procedure.

Participants will learn how to use the AIM which, when applied correctly, will help them gather sufficient, relevant and reliable information in order to examine the application for international protection.
The Interview Techniques Module is one of the core modules for asylum case officers. Together with the modules on Evidence Assessment and Inclusion, it lays the foundations for the knowledge, skills, and competencies needed for the tasks of a case officer.

<table>
<thead>
<tr>
<th>Learning Outcomes (General)</th>
<th>Upon the successful completion of this module, participants will be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Conduct an effective interview with an applicant for international protection by using the appropriate interviewing method to gather sufficient, detailed, and reliable information that is necessary to assess the application;</td>
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<tr>
<td></td>
<td>• Demonstrate a professional attitude in the interview situation.</td>
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<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>25-30 hours</th>
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<tr>
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</tr>
<tr>
<td>Creation/Last upgrade/ update</td>
<td>Created: pre-2011, Last upgrade: 2017</td>
</tr>
</tbody>
</table>
Main Target Group

Asylum case officers

Summary of Content

This module focuses on the evidence assessment process. It explores how the material facts of an individual case are established through the process of gathering, examining, and comparing available pieces of evidence.

The module is built around the premise that similar cases should be treated in a similar, fair, and consistent manner. It provides participants with the knowledge, skills and attitudes needed to apply a structured evidence assessment approach. This type of approach can minimise the risk of subjectivity in individual cases.

Participants will learn about the theoretical aspects and the relevant legislation from a practical perspective. They will also have the opportunity to learn by applying these in specific case scenarios. The Evidence Assessment Module is one of the core modules for asylum case officers. Together with the modules on Interview Techniques and Inclusion, it lays the foundations for the knowledge, skills, and competencies needed for the tasks of a case officer.
Upon the successful completion of this module, participants will be able to:

- Apply a structured evidence assessment method and demonstrate this within a well-reasoned written credibility assessment;
- Consider the factors that could lead to distortions.

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<tr>
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<tr>
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<td>2 days</td>
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<tr>
<td>Available Language Versions</td>
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</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011 Last upgrade: 2015</td>
</tr>
</tbody>
</table>
Interviewing Vulnerable Persons

Main Target Group

Asylum case officers

Summary of Content:

This module aims to develop the skills, knowledge and competencies needed for the early identification and interviewing of vulnerable persons. The module provides information on vulnerabilities, mental and physical impairments, medical conditions, and traumatic experiences, as well as advice on how to deal with difficult situations and on how to address the interviewer’s own needs. These factors can have a significant impact on the amount and quality of information that the applicant is able to provide during the interview. It is therefore crucial for case officers to be equipped with the knowledge, skills, and attitudes needed to identify and address the special procedural needs of such applicants.

This advanced module builds on the Interview Techniques Module. It follows the same structured interviewing frame while highlighting the specific elements that need to be taken into consideration when interviewing an applicant with special needs.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will acquire the following knowledge, skills and competencies:

- Situate the interview with a vulnerable person in the legal, procedural, and social context affecting the applicant and the interviewer;
- Identify special procedural needs and the effect they may have on the application for international protection;
- Apply an appropriate approach to establish rapport, conduct interviews with, and facilitate disclosure by a vulnerable applicant.

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<tr>
<th>Time required for online studies</th>
<th>30-40 hours</th>
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<tbody>
<tr>
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<td>Available Language Versions</td>
<td>English</td>
</tr>
</tbody>
</table>
| Creation/Last upgrade/update    | Created: pre-2011  
Last upgrade: April 2018 |
Interviewing Children

Main Target Group
Case officers with experience in interviewing applicants for international protection.

Summary of Content
Children are inherently vulnerable because of their immaturity, dependency and developmental needs. The aim of the EASO Interviewing Children module is to help participants acquire the knowledge, skills, and attitudes that will enable them to conduct a professional, effective personal interview with a child who has applied for international protection.

Through this module, participants will learn about children’s developmental stages, legal and procedural safeguards for children in the international protection procedure, and child-specific interview techniques. Participants will also learn how to assess the maturity of the child before and during the interview, in order to adapt the interview to the maturity and to the particular situation of each child.

Throughout the module, special consideration is given to the principle of the best interests of the child.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Conduct an effective interview with a child in the international protection context while respecting the best interests of the child;
- Assess the maturity of the child both before and during the interview;
- Adapt the interview to the maturity and to the particular situation of that child.

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<thead>
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<th>Time required for online studies</th>
<th>25-30 hours</th>
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<td>Duration of F2F</td>
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**Available Language Versions**

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<th>Created: pre-2011</th>
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<th>Last upgrade: April 2018</th>
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</table>
Summary of Content

This module aims to increase knowledge and awareness on issues related to gender, gender identity, and sexual orientation. Participants will learn to apply the skills developed through this module in order to take such matters into consideration when processing related claims.

The module provides an overview of the development of norms while exploring how these norms influence both case officers and applicants when cases are assessed for international protection. Participants will learn about human rights violations related to gender, gender identity and sexual orientation. The legal framework when processing a claim related to gender, gender identity and/or sexual orientation is also presented.

Additionally, the module aims to provide a practical approach that will allow participants to learn how to create and conduct an interview that supports the disclosure of issues related to gender, gender identity and sexual orientation.

Finally, the module assures a framework to conduct an evidence assessment that properly takes into account the particularities of gender and/or SOGI-related claims.
### Learning Outcomes (General)
Upon the successful completion of this module, participants will be able to:

- Explain how experiences and attitudes towards gender, gender identity and sexual orientation influence the way claims for international protection are processed.
- Identify gender, gender identity and sexual orientation factors when a claim for international protection is processed.
- Apply an appropriate approach to gender, gender identity and sexual orientation when a claim for international protection is processed.

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<thead>
<tr>
<th>Time required for online studies</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
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<tr>
<td>Available Language Versions</td>
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</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: 2015</td>
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</tbody>
</table>
### Trafficking in Human Beings (THB)

<table>
<thead>
<tr>
<th>Main Target Group</th>
<th>Any relevant officials likely to come into contact with victims or potential victims of trafficking in human beings.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Content</td>
<td>The module on * Trafficking in Human Beings* is composed of two levels.</td>
</tr>
</tbody>
</table>

The first level aims to raise awareness amongst officials that can come across a victim or potential victim of trafficking. Its goal is to provide the participants with the knowledge and skills needed to identify potential victims of trafficking and to be able to handle the initial encounter.

The second level focuses on victims of trafficking who may be in need of international protection. It explains how to prepare and conduct an asylum interview with a victim or potential victim of trafficking and how to approach decision-making in a protection claim involving such persons.

According to the Anti-Trafficking Directive (Directive 2011/36/EU), Member States must promote regular training for officials who are likely to come into contact with victims or potential victims of THB. This module also aims to support Member States in fulfilling their legal obligations in this respect.
Learning Outcomes (General)  

Upon the successful completion of this module, participants will be able to:

**Level 1**
- Detect signs of THB in the course of their daily professional duties;
- Explain how to handle an initial encounter with a victim or potential victim of THB.

**Level 2**
- Explain how to prepare and conduct an asylum interview with a victim or potential victim of THB;
- Explain how to approach the decision-making process in a protection claim involving a victim or potential victim of THB.

| Time required for online studies | Level 1: 8-10 hours  
|                                | Level 2: 8-10 hours  
| Duration of F2F                | Level 1: 1 day  
|                                | Level 2: 1 day  
| Available Language Versions    | English  
| Creation/Last upgrade/update   | Created: 2017  

Main Target Group

Experienced case officers and decision-makers

Summary of Content

This module is a follow-up of the Inclusion Module. It focuses on the more complex aspects of qualification for international protection with regards to acts of persecution, reasons for persecution, serious harm (subsidiary protection), and protection from persecution or serious harm.

Participants will critically assess their own work in the context of Member State practice and CEAS-related jurisprudence while applying conclusions drawn from the work of the Court of Justice of the European Union (CJEU) and the European Court of Human Rights.

Additionally, participants will learn to apply a method to interpret EU law and international protection law in the absence of CJEU guidance when facing complex interpretative issues related to qualification for international protection.

By the end of the module, participants should be able to provide structured and detailed guidance to colleagues on complex interpretative issues related to qualification for international protection.
Upon the successful completion of this module, participants will be able to:

- Critically assess their own work in the context of different Member States’ practices and CEAS-related jurisprudence;
- Apply conclusions drawn from European jurisprudence – primarily from the Court of Justice of the European Union (CJEU) case law and from the European Court of Human Rights (ECtHR) case law – in their own work;
- Solve complex interpretative issues related to qualification for international protection in line with the CJEU’s method of interpretation of EU law, in the absence of direct CJEU guidance;
- Provide structured and detailed guidance to colleagues on complex interpretative issues related to qualification for international protection.

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<thead>
<tr>
<th>Time required for online studies</th>
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<td>Creation/Last upgrade/update</td>
<td>Created: 2017</td>
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<tr>
<td>Main Target Group</td>
<td>Professionals in the asylum field who are in direct contact with applicants for international protection in a reception context</td>
</tr>
<tr>
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</tr>
<tr>
<td>Summary of Content</td>
<td>This module aims to cover the necessary basic training for reception authorities as referred to in the Reception Conditions Directive. During this training module, participants will learn about international and European historical developments and the legal context on which the current reception conditions were built. Participants will be introduced to the various phases of the reception process, including identifying possible special reception needs of applicants for international protection, working with vulnerable groups, and the issue of mental health in a reception context. Finally, the module introduces the role of the reception officer, as well as a wide range of skills that can help in daily work. These skills include setting professional boundaries, communicating in an intercultural environment, dealing with stakeholders, and managing conflicts.</td>
</tr>
</tbody>
</table>
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Understand and explain the legal and organizational framework for the reception of applicants for international protection (understanding, practical skills);
- Apply the Reception Directive in practice (knowledge, practical skills);
- Identify both special reception needs and needs for psychosocial support in the reception process, and provide appropriate responses (knowledge, understanding, thinking, and practical skills).

<table>
<thead>
<tr>
<th><strong>Time required for online studies</strong></th>
<th>15 - 20 hours</th>
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<tr>
<td><strong>Duration of F2F</strong></td>
<td>2 days</td>
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<tr>
<td><strong>Available Language Versions</strong></td>
<td>English, Greek, Slovak</td>
</tr>
<tr>
<td><strong>Creation/Last upgrade/update</strong></td>
<td>Created: 2015</td>
</tr>
</tbody>
</table>
Main Target Group
Officials working in Dublin Units

Summary of Content
This module provides participants with the skills and knowledge needed to apply the Dublin III Regulation in line with the EU asylum acquis and in full respect of the international human rights legal instruments. Participants will also have the opportunity to familiarise themselves with the EURODAC system and the DubliNet electronic network.

As the module on Dublin III Regulation is an advanced learning module, participants are advised to first follow the Common European Asylum System (CEAS) Module and the Fundamental Rights and International Protection in the EU (FRIPEU) Module.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Understand and explain the basic function and scope of the Dublin system;
- Understand and apply the Dublin III rules and procedures;
- Understand and use the Dublin III tools available (e.g. Eurodac, VIS, DubliNET).

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>20-25 hours</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
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<td>Available Language Versions</td>
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</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011, Last upgrade: June 2016</td>
</tr>
</tbody>
</table>
### 11 Asylum Procedures Directive

**Main Target Group**
Case Officers and Policy Officers

**Summary of Content**
This module provides a map that can be followed by all asylum officials. It offers participants knowledge and practical examples of the common principles, guarantees, and obligations on the part of both applicants and national administrations. In this module, participants will find a thorough explanation of issues such as access to the procedure, admissibility, right to legal assistance and representation, decision-making, effective remedies, and special procedures.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Describe the context in which the APD has been adopted, its scope and objectives;
- Identify and differentiate between the various authorities involved and their roles;
- Identify and explain the various procedures involved;
- Apply the provisions of the Directive to all applicants, including those with different needs.

<table>
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<tr>
<th>Time required for online studies</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
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<td>Available Language Versions</td>
<td>English</td>
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<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011 Last upgrade: 2015</td>
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</table>
Country of Origin Information

Main Target Group

COI researchers

Summary of Content

This module outlines the role of Country of Origin Information (COI) in international protection procedures and presents quality standards for this type of research. It provides information on how to develop matters related to the knowledge and assessment of sources, practical research skills, and the final presentation of research results.

COI refers to information about an applicant’s country of origin, of transit, or of former habitual residence. This information is used to determine whether an applicant is eligible for refugee status or subsidiary protection. It encompasses a broad range of information, such as legal framework, human rights situations, cultural and societal attitudes, political context, geography, humanitarian conditions, or the security situation. COI may also serve as a basis for policy development.
Upon the successful completion of this module, participants will be able to:

- Find and assess relevant, accurate and balanced information on countries of origin from reliable sources
- Present the information in a transparent and traceable way
- Perform the quality control according to the quality criteria.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>20-30 hours</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
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<tr>
<td>Available Language Versions</td>
<td>English, Hungarian, Italian</td>
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<tr>
<td>Creation/Last upgrade/update</td>
<td>Created pre-2011, Last upgrade: 2014, new upgrade due in 2019</td>
</tr>
<tr>
<td>Main Target Group</td>
<td>Case Officers</td>
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<tr>
<td>Summary of Content</td>
<td>By following this module, case officers can specialise in assessing and applying the exclusion clauses of Article 1, sections D, E, and F of the 1951 Geneva Convention, which are also reflected in the EU Qualification Directive. Participants also learn how the application of the exclusion clause is further influenced by: international law, domestic legislation, policies and operational practice, domestic or international jurisprudence (such as that of the European Court of Justice and the European Court of Human Rights), UNHCR guidance and guidance of other important organisations or authors. Participants will acquire the knowledge and skills to apply the provisions rigorously, whilst taking into account the relevant burden and standard of proof in cases of exclusion.</td>
</tr>
</tbody>
</table>

**Learning Outcomes (General)**

Upon the successful completion of this module, participants will be able to:

- Detect cases eligible for exclusion and address them in an appropriate way;
- Identify the two types of people who can be excluded because they are already benefiting from or are eligible for international protection;
- Identify which people do not deserve protection;
- Find, interpret, and apply correctly the international legal instruments involved.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
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<tr>
<td>Available Language Versions</td>
<td>English, German, Russian</td>
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<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011, Last upgrade: 2014, New upgrade due in 2019</td>
</tr>
</tbody>
</table>
### 14 End of Protection

<table>
<thead>
<tr>
<th>Main Target Group</th>
<th>Case Officers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Content</td>
<td>This module offers case officers the opportunity to specialise in applying the revocation and the cessation clauses, as well as the procedural safeguards. Participants will also learn how to interpret the conditions that lead to the end of protection, as laid down in the Qualification Directive. Upon the completion of this module, participants will have the theoretical and practical knowledge needed to prepare and write a decision on this topic.</td>
</tr>
<tr>
<td>Learning Outcomes (General)</td>
<td>Upon the successful completion of this module, participants will be able to:</td>
</tr>
<tr>
<td></td>
<td>• Identify and apply the legal provisions relevant to the end of protection</td>
</tr>
<tr>
<td></td>
<td>• Apply the relevant procedures to the end of protection</td>
</tr>
<tr>
<td>Time required for online studies</td>
<td>20-30 hours</td>
</tr>
<tr>
<td>Duration of F2F</td>
<td>1 day</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: pre-2011, Last upgrade: September 2018</td>
</tr>
</tbody>
</table>
Resettlement

| Main Target Groups | 1. Asylum case officers (experienced) and resettlement officers (junior and experienced);
|                   | 2. Cultural orientation officers;

<p>| Summary of Content | During the past few years, Member States have increasingly been using resettlement as one of the durable solutions for a protracted refugee situation. The aim of this module is to increase participants’ knowledge on how to successfully manage different phases of the resettlement process. To reach this goal, the content of the module covers key aspects of the process. Such aspects include the design and planning of the resettlement program, selection and pre-departure arrangements, and providing transfer and post-arrival services. |</p>
<table>
<thead>
<tr>
<th>Learning Outcomes (General)</th>
<th>Upon the successful completion of this module, participants will be able to:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Explain how to implement a successful resettlement process;</td>
</tr>
<tr>
<td></td>
<td>• Identify challenges in the resettlement process;</td>
</tr>
<tr>
<td></td>
<td>• Design well-functioning resettlement activities.</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>20-30 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: 2018</td>
</tr>
</tbody>
</table>
### Main Target Group

Interpreters working for national asylum authorities

On an exceptional basis, the module can also be open to other stakeholders involved in interpreting or language interpretation in the national asylum processes.

### Summary of Content

This module aims to support interpreters in performing their tasks, mainly to facilitate the communication process between applicants for international protection and national authorities and other relevant stakeholders throughout the asylum procedure.

Given the mixture of backgrounds of the interpreters involved in the asylum process (ranging from qualified professionals with no asylum background to former asylum seekers employed for their knowledge of less common languages), the module covers the different learning needs. It provides both a general overview of the asylum context from the perspective of the interpreters and the main interpretation techniques needed in the asylum processes.

This training module consists only of an online component; however, a face-to-face session can be organised upon Member States’ request.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Describe and explain the general asylum context and procedures;
- Explain the role of an interpreter in general terms, as well as in the asylum procedure;
- Illustrate how to apply the principles and the necessary skills for interpreting in general terms and in the asylum context.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>20-25 hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration of F2F</td>
<td>2 days (upon Member States’ request)</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: 2018</td>
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</table>
# Module for Managers

<table>
<thead>
<tr>
<th>Main Target Group</th>
<th>Managers responsible for staff dealing with asylum-related matters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Summary of Content</td>
<td>The <em>Module for Managers</em> covers different aspects related to the</td>
</tr>
<tr>
<td></td>
<td>day-to-day duties of a manager working in the field of international</td>
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<tr>
<td></td>
<td>protection. Covering both theoretical and practical knowledge, this</td>
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<tr>
<td></td>
<td>module aims to help participants develop competencies that will</td>
</tr>
<tr>
<td></td>
<td>assist them in ensuring that their departments provide good quality</td>
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<tr>
<td></td>
<td>standards efficiently and in line with international and EU legal</td>
</tr>
<tr>
<td></td>
<td>requirements.</td>
</tr>
<tr>
<td>Learning Outcomes (General)</td>
<td>Upon the successful completion of this module, participants will be</td>
</tr>
<tr>
<td></td>
<td>equipped with the tools to face managerial and leadership challenges</td>
</tr>
<tr>
<td></td>
<td>within the field of international protection.</td>
</tr>
<tr>
<td>Time required for online studies</td>
<td>15-20 hours</td>
</tr>
<tr>
<td>Duration of F2F</td>
<td>2 days</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English, Romanian, Russian</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: 2014</td>
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<td></td>
<td>Upgrade due in 2019</td>
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</table>
Main Target Group
This module targets practitioners in the asylum process and reception area. The module is also beneficial to border guards and policy makers. Both experienced and newly-recruited staff can benefit from the training.

Summary of Content
This module looks at fundamental rights in the context of the asylum procedure. The EU Charter of Fundamental Rights is at the core of this course. The relevant provisions of the Charter are introduced and explained to participants in the framework of the consecutive phases of the asylum and reception processes. They are presented from both a legal and a practical point of view, with a clear focus on the most recent developments, such as those addressed by the relevant jurisprudence of the Court of Justice of the EU. The module has been developed in close cooperation between EASO, FRA, and FRONTEX and is available for the common use of these agencies.
Learning Outcomes: Upon the successful completion of this module, participants will be able to:

- Describe and explain fundamental rights and principles and their relevance in the context of international protection in the EU;
- Describe the notion of international protection;
- Explain the core international and European instruments regarding fundamental rights and international protection, with a special focus on the EU Charter;
- Explain the practical relevance of the EU Charter of Fundamental Rights and its interrelation with other human rights instruments;
- Apply the principles and instruments of fundamental rights and international protection with regard to access to the territory, the asylum procedure, the content of international protection and return;
- Apply the EU Charter to people who may be or may have been found to be in need of international protection, as well as to people in return procedures;
- Facilitate and promote the implementation of fundamental rights in the asylum process (including access to the territory) and the return procedure.

Available Language Versions: English

Duration online studies: 25-30 hours

Duration of the face-to-face session: 2 days

Creation/Last Update: Created: 2016
## Common European Asylum System

**Main Target Group**
All practitioners in the asylum field

| Summary of Content | This module provides participants with an overview of the Common European Asylum System, of how it has developed and evolved, as well as perspectives on its future development. It explores the objectives that led to the existence of the CEAS and how such objectives have guided the CEAS's implementation. The module examines the relevant legal instruments, case law, tools, and resources that practitioners in the field of asylum will find useful in their daily work. By raising awareness among practitioners in the field of asylum, it aims to enable the development of a common understanding of their role as core actors in the implementation of the CEAS. |
Learning Outcomes

Upon the successful completion of this module, participants will be able to:

- Define the objectives and the values behind the development of the CEAS;
- Refer to the relevant legal instruments, case law, tools, and resources to implement the CEAS;
- Explain the need to reform the CEAS.

<table>
<thead>
<tr>
<th>Available Language Versions</th>
<th>English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Duration online studies</td>
<td>25-30 hours</td>
</tr>
<tr>
<td>Duration of the face-to-face session</td>
<td>2 days</td>
</tr>
<tr>
<td>Creation/Last Update</td>
<td>Created: 2016/Updated: 2018</td>
</tr>
</tbody>
</table>
# Introduction to International Protection

**Main Target Group**  
Newly-hired asylum officials

**Summary of Content**  
This module aims to serve as an introduction to the field of international protection. The course material provides an outline of the key legal asylum related instruments and terminology, as well as a brief overview of the main steps in the asylum process. Participants following this module will ultimately acquire the essential basic knowledge needed to work in the field of international protection.

However, this is an introductory module and further training will be needed in order for Member States to comply with the requirements of the EU asylum legislation on training, in particular the EASO core modules identified for the target group.
Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Understand the importance of the right to asylum and the principle of *non-refoulement*;
- Explain the notion of international protection deriving from the EU acquis;
- Explain the main stages of the asylum procedure and define the asylum official’s role within the procedure;
- Demonstrate a basic understanding of the eligibility criteria and a basic understanding of the evidence assessment;
- Identify the EASO training materials and practical guides available for continuous education.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>8-10 hours</th>
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</thead>
<tbody>
<tr>
<td>Duration of F2F</td>
<td>1 day</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English</td>
</tr>
<tr>
<td>Creation/Last upgrade/update</td>
<td>Created: 2016</td>
</tr>
</tbody>
</table>
## 21 Introduction to Didactics

**Main Target Group**
Future trainers of EASO training modules

**Summary of Content**
The aim of this module is to prepare the participants in the EASO ‘train-the-trainers’ sessions to become national trainers using EASO modules. To that end, the expected learning outcomes of the online component are that participants should be able, firstly, to prepare training adapted to their audience by applying different methodologies and principles; and secondly, to consider proper methods for addressing specific challenges that trainers could face during their training. The face-to-face programme will focus on a practical session where participants will have the opportunity to practice on a specific topic of the module.
### Learning Outcomes (General)

Upon the successful completion of this module, participants will be able to:

- Efficiently guide your participants through the e-learning phase of an EASO module;
- Organise the face-to-face session of an EASO module;
- Identify strategies for handling the different challenges you may come across as a trainer.

<table>
<thead>
<tr>
<th>Time required for online studies</th>
<th>7-12 hours</th>
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<tbody>
<tr>
<td>Duration of F2F</td>
<td>1 day</td>
</tr>
<tr>
<td>Available Language Versions</td>
<td>English, Russian</td>
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<tr>
<td>Creation/Last upgrade/update</td>
<td>2016</td>
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</tbody>
</table>
The EASO Operational Training finds its legal basis in Article 6 (Support for training) of the EASO Regulation (1), in the form of specialised training provided to experts who are part of the Asylum Intervention Pool. As spelled out in Article 6, the training should be related to the experts’ duties and functions. Training is also included as one of the measures in the EASO operating plans which are signed with Member States facing particular pressure on their asylum systems.

Initially implemented as a form of support in the framework of the EU hotspot approach and of the EU relocation scheme under the European Agenda on Migration of May 2015 (2), the EASO Operational Training is under constant development and adjustment, depending on the needs on the ground and on the changeable operational contexts.


Given the operational nature of the sessions, the format of the operational trainings consists mainly of face-to-face sessions and focuses to a large extent on practical exercises. The duration of the face-to-face sessions varies from one to five days (on average) and the sessions are delivered by EASO in-house trainers, Member State experts, and external experts with extensive expertise on the specific topics. The face-to-face sessions are organised in the place of EASO operations. Representatives of national local authorities, as well as of the international/EU bodies that are involved in the operation often take part in operational trainings as trainers or speakers. The e-learning element is also incorporated for the extensive training programmes.

To date, the operational training has been delivered in the form of a specific training programme or as a tailor-made training session addressing a particular request.

EASO has developed a number of training programmes in response to some reoccurring training needs on the ground, as well as in the context of particular operations. These training programmes are delivered in the framework of EASO’s operations, but might also be delivered upon individual requests received from Member States which do not have an operating plan signed with EASO.

The EASO Operational Training Programmes consist of thematic trainings related to tasks to be performed on the ground, as well as in the operational context. The training programmes are usually complemented by a set of training material such as the Trainers’ Manual and Handbook. The training materials are developed by Member States’ representatives, as well as by external experts with extensive knowledge and experience on the topics in question.

The currently-implemented EASO Training Programmes are listed below:

- Operational training for EASO deployed experts
- Extensive training programme for junior caseworkers
- Extensive training programme for vulnerability experts
- Operational training on access to the asylum procedure
- Operational training on registration of applications for international protection
- Operational training on the Dublin III Regulation
- Operational training on reception
• Operational training for team leaders
• Operational training on interpreting in the asylum context
• Operational training on coaching
• Other EASO operational training (tailor-made training sessions)

1. Operational training for EASO deployed experts

The EASO operational training for deployed experts targets EU+ Member State officials deployed in EASO operations. Depending on the tasks of the deployed experts, the operational training offers thematic face-to-face sessions, including practical case studies. The sessions vary depending on the work to be performed by the deployed experts and may cover topics such as:

• Refreshers on *Inclusion, Interview Techniques, Evidence Assessment* (as refreshers of the EASO Training Curriculum core modules);
• National asylum procedures and processes;
• Standard Operating Procedures and templates to be used in the framework of the operation;
• Vulnerability assessment;
• Dublin procedure;
• Country of origin information;
• Exclusion;
• Trafficking in Human Beings.

The duration of these trainings varies from two to three days.
2. Extensive training programme for junior caseworkers

This extensive training programme has been developed to prepare junior caseworkers who will be deployed in support of the national authorities conducting the asylum procedure.

The training programme is composed of different phases:

- **Phase 1 - EASO Training Curriculum core modules** (online + face-to-face, total duration of three weeks)
  Junior caseworkers follow the three EASO Training Curriculum core modules: *Inclusion, Interviewing Techniques*, and *Evidence Assessment*. These modules have been identified as fundamental for any caseworker to be operational and to be able to fulfil their tasks in line with the standards of the EU asylum acquis. Each module is composed of an online part and a face-to-face session. For each module, participants have three days of online studies (around 20 - 25 hours) and two days of face-to-face sessions.

- **Phase 2 - Operational Training** (face-to-face session, duration of three days)
  The operational training for junior caseworkers consists of face-to-face sessions on specific topics. These are selected based on the type of EASO support to the national authorities and on the caseworkers’ tasks. The sessions can cover topics such as identification of vulnerable applicants, trafficking in human beings, identification of potential Dublin cases, country of origin information, and exclusion. The thematic sessions include practical exercises such as case studies and on-the-job visits. The operational training for junior caseworkers also comprises sessions on the national context of deployment of the caseworkers, as well as on the tools and templates used in the operations. These particular sessions are mainly delivered by EASO, by national authorities, and by other stakeholders involved in the same operation.
• **Phase 3 - On-the-job coaching** (optional, duration of two weeks)

The on-the-job coaching, performed preferably in the place of deployment, is articulated in the following phases:

– The junior caseworkers shadow experienced asylum officers in performing their duties, then they gradually start to perform their tasks on their own, with the support of the experienced experts;

– The work of the newly-deployed/newly-hired caseworkers is revised and discussed with EASO coaches. This phase also includes peer review.

### 3. Extensive training programme for vulnerability experts

This training programme targets experts deployed in EASO operations, who are in charge of conducting vulnerability assessments. They also provide guidance to the EASO interviewers on the identification of vulnerabilities.

The training programme consists of the following phases:

• **Phase 1 - EASO Training Curriculum modules on IVP and Gender and SOGI**
  (online + face-to-face, total duration of two weeks)

EASO-deployed experts follow the EASO Training Curriculum modules on *Interviewing Vulnerable Applicants (IVP)* and on *Gender, Gender Identity and Sexual Orientation (Gender and SOGI)*. The IVP module provides trainees with the specific elements to be taken into consideration in an interview with an applicant with special needs, as well as with advanced knowledge on vulnerability, mental and physical impairments. It also advises trainees on how to address difficult situations. The module on *Gender and SOGI* raises awareness and provides trainees with the knowledge and skills needed to deal with and to assess an application based on gender and/or SOGI-related
issues. For each module, participants have three days of online studies (around 20-25 hours) and two days of face-to-face session.

**Phase 2 - Operational training** (face-to-face session, duration of four-five days)

The operational training for vulnerability experts consists of face-to-face sessions on specific topics whose selection is based on the type of EASO support to the national authorities and on the experts’ tasks, such as interviewing children and trafficking in human beings. The operational training for vulnerability experts also envisages sessions on the national vulnerability procedure, as well as on the tools and templates used in the operation.

**Phase 3 - On-the-job coaching** (duration of six days)

Currently implemented for vulnerability experts deployed in the Greek hotspots, it consists of:

- Shadowing of experienced asylum officers in performing their duties related to vulnerability assessment, then gradually starting to perform these tasks on their own with the support of the experienced experts;
- Revision of the work done by vulnerability experts and discussions with the EASO coaches. This phase also includes peer review.

### 4. Operational training on access to the asylum procedure

This operational training targets first contact officials, including police, border guards, immigration authorities and personnel of detention facilities who play an important role in guaranteeing access to international protection. The duration of the training is 1-2 days.
The operational training offers an introduction to international protection from the perspective of first-contact officials, including the fundamental rights directly related to the access to the asylum procedure (such as right to life, non-refoulement, right to asylum, prohibition of collective expulsions) and the EU legal framework on international protection, with a focus on the access to the asylum procedure. The training includes thematic sessions with practical exercises focused on identification of persons who may be in need of international protection; identification of vulnerability indicators; trafficking in human beings; and communication techniques on how to provide information to persons who may be in need of international protection. The training programme finally aims to prepare first-contact officials to apply the necessary mechanisms to refer the persons who may be in need of international protection to the competent national asylum authority.

5. Operational training on registration of applications for international protection

This operational training targets officials working in the registration of applications for international protection and consists of face-to-face thematic sessions with practical exercises. Depending on the needs on the ground, the training is designed to be 1 or 2-days long.

Firstly, the training aims to provide registration officers with relevant information related to the EU legal framework, that is, an overview of the Common European Asylum System with a focus on access to the asylum procedure and on the relevance of fundamental rights (in particular, non-refoulement and right to asylum) in the registration process. Secondly, the training programme includes thematic sessions with practical exercises in order to best prepare registration officials for their tasks and to ensure that all rights and obligations
of an applicant for international protection are respected. These sessions are focused on topics such as communication techniques, identification of vulnerable applicants (including unaccompanied minors and victims of human trafficking), identification of potential Dublin cases, and country of origin information. Finally, the training programme includes a session on the national procedure for the registration of applications for international protection, as well as practical exercises with the tools, templates and platforms used for the registration of applications for international protection at a national level.

6. Operational training on the Dublin III Regulation

Based on the EASO Training Curriculum module on the Dublin III Regulation, the operational training targets national authorities involved in the Dublin procedures from different perspectives – for example, Dublin Unit officers, registration officers, case officers, reception officers, representatives of local institutions (such as municipalities) – who may deal with applicants for international protection.

Depending on the need, both of the target group and on the ground, the operational training on the Dublin III Regulation is designed to cover either one specific part of the Dublin procedure, such as the identification of potential Dublin cases (a), or the whole procedure as defined in the Dublin III Regulation (b).

a. the operational training on the Identification of potential Dublin cases (face-to-face, duration of one day) includes sessions with practical exercises on the general overview of the Dublin system (procedure and practical implementation, forms and time limits), indicators for the identification of
potential Dublin cases (based on the Dublin responsibility determination criteria), Dublin referral mechanism at a national level.

b. The operational training on the Dublin III Regulation (face-to-face, duration of two days) provides trainees with an overview of the Dublin procedure, from the identification to the transfer stages, and consists of sessions on the identification of the potential Dublin cases and the referral mechanism, the application of the responsibility criteria, procedural rules and tools. The operational training also includes sessions on the national-local practices related to the application of the Dublin III Regulation (referral mechanisms, templates).

7. Operational training on reception

Based on the EASO Training Curriculum module on Reception, this one-day operational training targets mainly reception officers, as well as social and medical workers dealing with applicants for international protection. The programme provides trainees with an overview of the EU asylum procedure and of the EU standards for reception of applicants for international protection. There are also thematic sessions with practical exercises on special reception needs, mental health and vulnerability, professional attitude, code of conduct, and cross-cultural communication.
8. Operational training for team leaders

A specific operational training has been developed for EASO experts deployed as Team Leaders mainly in the framework of the EASO Operations in Greece. This operational training consists of an approximately 2-day face-to-face session with theoretical input and practical exercises. Certain segments are repeatedly addressed during the trainings and form the backbone of the operational training programme for Team Leaders, such as sessions on managerial skills, quality feedback, and procedural issues according to the Standard Operation Procedures. The content of these segments is adjusted depending on the needs on the ground, on feedback from participants, and on the most recent quality feedback reports. Other segments might be included in the training based on continuous needs assessments. These varying components include, for example, sessions on interview techniques, evidence assessment, vulnerability, and exclusion.

9. Operational training on interpreting in the asylum context

The EASO operational training on interpreting in the asylum context aims to support interpreters deployed in EASO operations in performing their role in the asylum procedure, that is, to facilitate the communication process between third-country nationals or stateless persons and the national officials/EASO deployed experts, in line with the EU asylum acquis standards. The training is delivered in the form of 1-1.5-day face-to-face sessions with practical exercises. The training covers the following topics:

- EU asylum legal framework;
- General and specific aspects of interpretation in the asylum context;
- The role and the code of conduct of the interpreter in the asylum procedure;
- Interpreting or language interpretation in specific asylum settings (personal interview, information provision, interpreting for persons with special needs, group interpreting).
10. Operational training on coaching

Due to the need to coach experts working on the ground, EASO is currently developing a training programme on coaching. In order to allow coaches the utmost flexibility when designing and delivering their sessions, the training does not intend to provide coaches with a fixed coaching model. Instead, the intention is to provide coaches with techniques and tools that they can pick and choose from, according to the needs. The training covers elements such as:

• How to establish rapport with the participants;
• Productive feedback techniques;
• How to react to ‘difficult’ coaching situations;
• How to facilitate a group discussion;
• How to facilitate peer reviews;
• How to build a coaching strategy, etc.

11. Other EASO operational training (tailor-made training sessions)

Operational training can also be organised ad hoc and refer to a particular need on the ground which cannot be addressed in the framework of the existing training programmes. Such sessions are based on the existing operational training materials and on the EASO Training Curriculum modules. They are very often Member State specific. Examples of such trainings could be: training on the reception of unaccompanied minors and training for voluntary guardians, both delivered in Italy.