EASO Consultative Forum Plenary Meeting

Session 3 – EASO’s Quality Processes

12th December 2014
Quality support: EASO Objectives

- support the establishment of quality processes and procedures in all EU+ countries
- identify key quality needs in the asylum systems
- exchange of good practices on quality
- develop common practical quality tools and materials

*EASO will consider all relevant sources of information and may, where necessary, consult relevant stakeholders, such as competent international organisations (particularly UNHCR), academia and civil society*
The EASO Quality Matrix

✓ Thematic approach: Comprehensively covering the aspects of the CEAS in view of the implementation of the new legal instruments

✓ Practical approach: addressing current needs, identifying good practices and developing common quality tools

✓ Collaborative approach: Depends on Member States’ input for the mapping and on expertise from the MS and the RG for the development of the quality tools

✓ Flexible approach: brings added value
EASO Quality Matrix at a glance

1. research tool
2. processing findings
3. thematic meeting
4. verification of findings
5. report
6. practical quality tools
Topics in the EASO Quality Matrix

Mapping exercise
2013-2015

- Personal Interview
- Evidence Assessment
- Eligibility
- Exclusion
- Access to Procedure
- Identification of Persons with Special Needs
- Special Procedures
- Dublin Regulation
- Appeals
- End or Renewal of Protection

Quality Tools
2014-2015

- Personal Interview
- Evidence Assessment
- Identification of Persons with Special Needs
- EASO Quality Tool 4
- EASO Quality Tool 5
- EASO Quality Tool 6
Methodology for developing practical quality tools

- Working Group (Member States) + Reference Group
  - Reference Group: COM, UNHCR, ECRE and ad hoc members from civil society
- All Member States consulted on the draft tool before it is considered final
Quality Tools

- **Personal Interview**
  - Interactive Checklists and Guidance
  - Experts from FR, NL, PL, SE, UK
  - To be published in December 2014

- **Evidence Assessment**
  - Interactive Checklists and Guidance + Template
  - Experts from BE, DE, PL, RO, SE, UK
  - Final stage of development

- **Identification of Persons with Special Needs**
  - Interactive Identification and Support Tool covering both procedural and reception needs
  - Experts from BE, BG, MT, SE, UK
  - Available in Q2 2015
Quality Tool: Personal Interview

- Practical support to case officers in their daily work
- Commonly agreed indicators for quality evaluation
- Allow for customisation according to national legislation and guidance
- A tool complementing training
- Available on-line and further distributed via USB pendrives
Member States’ feedback on the pilot tool

✓ Aims and objectives are clear
✓ Good structure and presentation
✓ Content is comprehensive and consistent, yet condensed, practical and flexible – few specific suggestions
✓ Format is user-friendly – few specific suggestions
✓ The tool would be applicable in the national systems
  ✓ To be used in the daily work of case officers
  ✓ Guidance, especially useful for new case officers
  ✓ Basis for the development of a quality assessment tool
Quality Tool: Personal Interview

First available in 5 languages:

Translations foreseen in 13 languages:
Thank you for your attention

quality@easo.europa.eu