User Manual

Quality Assurance Tool version 1.0.0
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Document Management

Document Control Information

<table>
<thead>
<tr>
<th>Settings</th>
<th>Value</th>
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<tbody>
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<td>[Title]</td>
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<tr>
<td>Project Name:</td>
<td>Quality Assurance Tool</td>
</tr>
<tr>
<td>Version of the related application</td>
<td>1.0.0</td>
</tr>
<tr>
<td>Document Owner:</td>
<td>Nicola Fabiani</td>
</tr>
<tr>
<td>Document Author:</td>
<td>Chara Chalkou</td>
</tr>
<tr>
<td>Revision Status:</td>
<td>Ready</td>
</tr>
<tr>
<td>Security Classification:</td>
<td>Internal use only</td>
</tr>
<tr>
<td>Issue Date:</td>
<td>31/10/2018</td>
</tr>
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History of Changes

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<th>Created by</th>
<th>Short Description of Changes</th>
<th>Approved by</th>
</tr>
</thead>
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<td>31/10/2018</td>
<td>Chara Chalkou</td>
<td>Document created for version 1.0.0</td>
<td>Nicola Fabiani</td>
</tr>
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<td>1.0.0</td>
<td>31/10/2010</td>
<td>Nicola Fabiani</td>
<td>Review</td>
<td>Nicola Fabiani</td>
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Introduction

This user manual for the electronic version of the EASO Quality Assurance Tool (QAT) (from now on ‘the tool’) provides basic information for all business users. The guide is based on the functionalities that are available up to the current date and release. The purpose of this document is to provide guidelines in the use of the tool.

Supported browsers for the QAT are Google Chrome and Mozilla Firefox.

How to install the tool

- Get the zip file named “qat.zip” from (to be decided)
- Extract the file in a folder – e.g. in the Documents folder

Access to the Tool

As a prerequisite, the tool shall be installed to the users’ pc.

Identify the folder in which the tool is installed, right click with mouse on index.html file. Choose the option “open with” and then select any supported browser.
Figure 2
1. Home page

Once the tool is opened the user lands on the QAT home page.

At the home page there are four available tabs:

- Personal Interview
- First Instance Decision
- Reports
- Options

By default the Personal Interview page is displayed when the tool is opened.

An action button is available on the left side of the page (Figure 2). The available actions are the following:

- File Information
- Assessment Form
- Open File
- Save File
- PDF
- Help
Figure 4 Action Button
2. Personal Interview

2.1 Create

The user can click on Personal Interview tab in order to create a new Personal Interview assessment. The creation page contains the following sections and sub-sections:

- File Information
  - Reference
  - Applicant
  - Case Data
  - Assessment
  - Other
### Figure 5 File information of PI

- Assessment form
- Opening the interview
**Opening the interview**

1. Previously identified special needs are addressed accordingly.

1.1. Special needs, which have been previously identified, are taken into account when arranging the interview. For example: - appropriate gender of the interviewer and/or interpreter; - unaccompanied children have a representative present; - practical arrangements are made for persons with disabilities; - other relevant procedural guarantees were put in place.

2. The necessary information is provided to the applicant.

2.1. Information on the aim of the interview is provided.

2.2. Information regarding confidentiality is provided.

2.3. Information on the roles of all persons present is provided.

2.4. Information on the obligation to cooperate is provided.

2.5. Information on breaks and possibility to ask for breaks is provided.

2.6. Other mandatory information according to national practice is provided.

3. It is ensured that the applicant and the interpreter understand each other.

3.1. The applicant is asked whether they understand the interpreter and vice versa.

4. It is ensured that the applicant is fit to be interviewed.

4.1. The applicant is asked and they confirm that they are mentally and physically fit to be interviewed.

4.2. The interviewer has effectively picked up on indicators that the interview cannot go ahead.

- Conducting the interview
Conducting the interview

5. The interviewer displays a professional attitude throughout the interview.

5.1. The interviewer appropriately establishes rapport with the applicant.

5.2. The interviewer uses appropriate, sensitive and factual language.

5.3. The interviewer addresses the applicant directly (in second person).

5.4. The interviewer uses appropriate tone and appropriate body language throughout the interview.

6. The interviewer applies appropriate questioning techniques.

6.1. The applicant is encouraged to provide a free narrative regarding their reasons for applying for international protection.

6.2. Each new focused theme is introduced to the applicant.

6.3. The interviewer uses open and/or closed questions appropriately.

6.4. Questions are adapted to the capabilities of the applicant.

6.5. The interviewer avoids unproductive questions, such as: leading questions, multiple choice questions, plural questions, unnecessarily repetitive questions, irrelevant questions.

7. The interviewer ensures all persons present act in accordance with their roles and manages the interview effectively.

7.1. The interviewer maintains control of the interview situation throughout the interview.

7.2. If a challenging situation occurs during the interview, it is effectively handled by the interviewer to the extent possible.

7.3. The interviewer ensures that the interpreter acts in accordance with their role and responsibilities.

7.4. The legal representative and/or other persons present are allowed to exercise their rights in accordance with national rules and are authorised to intervene at least at the end of the personal interview.

7.5. Details are taken if necessary or requested and appropriate.

- Substance of the interview
## Substance of the interview

8. All material facts are identified and explored sufficiently.

8.1. Where relevant, the identity (including country of origin) of the applicant is established.

8.2. Past problems and/or threats are explored sufficiently (what, who, when, where, why).

8.3. Future fear is explored.

8.4. The availability of protection in the home area in the country of origin is explored sufficiently.

8.5. The availability of an internal protection alternative is explored sufficiently.

9. Documents and other written evidence submitted to support the applicant’s claim are handled appropriately.

9.1. The interviewer explores the relevance and source of any documents or written information submitted to support the applicant’s claim.

9.2. All relevant documents presented by the applicant are added to the file.

10. The applicant is provided with an effective opportunity to address inconsistencies and discrepancies.

10.1. All significant inconsistencies and discrepancies are put to the applicant and they are provided with an opportunity to address them.

11. Where relevant, exclusion considerations are appropriately explored.

11.1. Potential exclusion considerations are correctly identified.

11.2. Potential exclusion considerations are sufficiently explored.

12. Specific policies and guidelines are followed correctly

12.1. Where applicable, national policy regarding the specific profile of the applicant is followed correctly. For example: specific profiles could include children, victims of trafficking, potential victims of female genital mutilation, applicants with claims related to sexual orientation and gender identity, etc.

12.2. Where applicable, country-specific guidelines for interviewing are followed correctly.

12.3. Where applicable, policies regarding the application of additional protection grounds (e.g. humanitarian grounds) are followed correctly.

- Closing the interview
## Closing the Interview

13. The interviewer follows the necessary steps when closing the interview:

- 13.1. The interviewer confirms whether or not the applicant has understood all questions asked.
- 13.2. The interviewer asks the applicant whether they want to add anything.
- 13.3. The interviewer explains the next steps of the asylum procedure clearly.

### Interview record


- 14.1. A thorough and factual report containing all substantive elements or a transcript is made of the personal interview. It contains additional elements if applicable according to national practice.
- 14.2. If applicable, an audio or audiovisual recording is made according to national practice.
- 14.3. The applicant is provided with an effective opportunity to make comments and/or provide clarification orally and/or in writing with regard to any mistranslations or misconceptions appearing in the interview report/transcript.

### Conclusion

To be filled by the quality assessor based on overall observations. The interview allows an effective and correct decision to be made.
Assessment

This assessment is calculated automatically on the basis of the completed assessment form. Please make sure that you have marked each indicator accordingly.

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total applicable</td>
<td>0</td>
</tr>
<tr>
<td>Total correct</td>
<td>0</td>
</tr>
<tr>
<td>Percentage correct from applicable</td>
<td>0%</td>
</tr>
<tr>
<td>Total minor errors</td>
<td>0</td>
</tr>
<tr>
<td>Percentage minor errors from applicable</td>
<td>0%</td>
</tr>
<tr>
<td>Total significant errors</td>
<td>0</td>
</tr>
<tr>
<td>Percentage significant errors from applicable</td>
<td>0%</td>
</tr>
</tbody>
</table>

The overall quality is:

The scale below is applied:

- **High quality**: Under 20% minor errors and no significant errors from all applicable indicators.
- **Moderate quality**: 20% or more minor errors and no significant errors from all applicable indicators.
- **Low quality**: One or more significant errors.

Please note that all mandatory fields are displayed with bold letters.

2.2 Save

The user can fill in all desired fields and then she is able to save the Personal Interview assessment by clicking on Save Form button.

After clicking on this button a .json file is downloaded with name: `<case file reference>_personal_interview`, which is saved on user’s pc.
2.3 Download

The user is able to download a Personal Interview assessment by clicking on action button and then save file. After clicking on this button a .json file is downloaded with name: <case file reference>_personal_interview, which is saved on user’s pc.

This button has the same functionality with save button, on the bottom of the page.
2.4 Export pdf

The user is able to export a personal interview assessment in pdf form by clicking on action button and then pdf.
After clicking on this button a .pdf file is downloaded with name: `<case file reference>_personal_interview`, which is saved on user's pc.
2.5 Open

The user is able to open a Personal interview.json by clicking on action button and then open file.
The user should choose a file json from her pc

Select file to open

Choose File  No file chosen

After clicking on Open file button then all information of the selected personal interview assessment is displayed.
The user is able to provide any modification and then save the changes.
3. First Instance Decision

3.1 Create

The use can click on First Instance Decision tab in order to create a new First Instance Decision assessment. The creation page contains the following sections and sub-sections:

- File Information
  - Reference
  - Applicant
  - Case Data
  - Assessment
  - Other
### File information

<table>
<thead>
<tr>
<th>Reference</th>
<th>Case file reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case file reference</td>
<td>Case file reference</td>
</tr>
<tr>
<td>Decision-maker</td>
<td>Decision-maker</td>
</tr>
<tr>
<td>Team/Unit</td>
<td>Team/Unit</td>
</tr>
<tr>
<td>Applicant</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Country of origin</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Sex of the applicant</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Age of the applicant</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Special needs</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Case data</td>
<td></td>
</tr>
<tr>
<td>Date of lodging the application</td>
<td>dd/mm/yyyy</td>
</tr>
<tr>
<td>Date of interview</td>
<td>dd/mm/yyyy</td>
</tr>
<tr>
<td>Interview conducted by the decision-maker</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Date of decision</td>
<td>dd/mm/yyyy</td>
</tr>
<tr>
<td>Number of pages of the decision</td>
<td>Number of pages of the decision</td>
</tr>
<tr>
<td>Grounds for the application</td>
<td>Please make a selection</td>
</tr>
<tr>
<td>Decision outcome</td>
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<td>Assessment</td>
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</tr>
<tr>
<td>Assessment date</td>
<td>dd/mm/yyyy</td>
</tr>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Additional information specific to national system</td>
<td>Additional information specific</td>
</tr>
</tbody>
</table>

- Assessment form
  - Introduction
Introduction

1. The decision states the applicant’s details correctly.
   1.1. The decision states correct name, country of origin and home area, date of birth and file number, along with other details required by national policy.
   [Please make a selection] [Comments]

2. If applicable, the decision includes a concise and accurate summary of the immigration history of the applicant.
   2.1. The decision includes a concise and accurate summary of possible previous applications and other immigration history of the applicant, in accordance with national policy.
   [Please make a selection] [Comments]

• Basis of Claim

Basis of claim

3. The basis of claim correctly sets out all material facts.
   3.1. The basis of claim correctly identifies and presents all material facts.
   [Please make a selection] [Comments]

4. The basis of claim correctly identifies the future fear.
   4.1. The basis of claim correctly specifies who and what the applicant fears, and why.
   [Please make a selection] [Comments]

5. If applicable, evidence presented by the applicant is correctly outlined in the basis of claim.
   5.1. Evidence presented by the applicant is correctly outlined according to national practice.
   [Please make a selection] [Comments]

• Credibility assessment
Credibility assessment

6. The credibility of each material fact is assessed correctly, including the identity and country of origin of the applicant.
   6.1. The evidence is linked correctly to each material fact.
   6.2. Credibility indicators are applied correctly.
   6.3. The concept of plausibility is applied objectively.
   6.4. Only inconsistencies/discrepancies which have been put to the applicant for comment have been used in the decision.
   6.5. Country of origin information is relevant, up-to-date and referenced correctly.

7. A clear finding is made on each material fact.
   7.1. For each material fact, the decision clearly states whether it has been accepted or rejected.
   7.2. Where a material fact is deemed ‘uncertain’, Article 4(5) of the qualification directive/benefit of the doubt has been applied correctly to effectively conclude whether to accept or reject the material fact.

8. The correct standard and burden of proof is applied.
   8.1. When assessing the material facts the correct standard of proof is applied, according to national guidance.
   8.2. The burden of proof has been applied correctly when assessing the material facts.
   8.3. Individual factors such as age, education, trauma are correctly identified and taken into account.

- Risk assessment

Risk assessment

9. The risk on return is accurately and fully assessed.
   9.1. The decision correctly identifies and assesses the risk on return (who, what and why).
   9.2. Country of origin information is relevant, up to date and correctly referenced.
   9.3. The correct standard of proof has been applied (reasonable degree of likelihood) in assessing risk on return.

- Legal analysis
### Legal analysis

10. Well-founded fear of persecution is assessed correctly.

| 10.1 Whether or not the stated treatment amounts to persecution is assessed correctly. | Comments |
| 10.2 The subjective and objective elements of the stated fear are assessed correctly. | Comments |

11. Reasons for persecution are identified and assessed correctly.

| 11.1 The decision correctly identifies and assesses all applicable reasons for persecution. | Comments |
| 11.2 The connection (nexus) between the persecution and the reason(s) is assessed correctly. | Comments |

12. The real risk of serious harm under Article 15 of the qualification directive is identified and assessed correctly.

| 12.1 The decision correctly assesses the applicability of Article 15(a): death penalty or execution. | Comments |
| 12.2 The decision correctly assesses the applicability of Article 15(b): torture or inhuman or degrading treatment or punishment. | Comments |
| 12.3 The decision correctly assesses the applicability of Article 15(c): serious and individual threat to a civilian's life or person by reason of indiscriminate violence in situations of international or internal armed conflict. | Comments |

13. The availability and accessibility of protection in the country of origin is assessed correctly.

| 13.1 The availability and accessibility of protection in the home area of the applicant is assessed correctly. | Comments |
| 13.2 The applicability of an internal protection alternative is assessed correctly, including its reasonableness. | Comments |

14. If relevant, exclusion grounds have been identified and assessed correctly.

| 14.1 Exclusion grounds are identified and assessed correctly. | Comments |
| 14.2 Individual responsibility is assessed correctly. | Comments |
| 14.3 The correct standard and burden of proof are applied. | Comments |

15. If applicable, additional protection grounds are applied correctly.

| 15.1 Where applicable, additional protection grounds (e.g. humanitarian grounds) are applied correctly. | Comments |

- Form
Form

16. The decision follows a correct structure and includes all required elements.

16.1. The decision follows a correct structure and format according to national policies.

16.2. The applicant is provided with information on how to challenge a negative decision in writing or by electronic means.

17. The decision is professionally drafted.

17.1. The reasoning is non-speculative.

17.2. The language of the decision is appropriate, sensitive and factual.

17.3. The rules of grammar and spelling are applied.

- Efficiency

Efficiency

18. The decision is issued according to the prescribed timelines.

18.1. The decision is issued according to the prescribed timelines according to national practice.

Conclusion

To be filled by the quality assessor based on overall observations. The decision is

- Assessment
Assessment

This assessment is calculated automatically on the basis of the completed assessment form. Please make sure that you have marked each indicator accordingly.

- Total applicable: 0
- Total correct: 0
- Percentage correct from applicable: 0%
- Total minor errors: 0
- Percentage minor errors from applicable: 0%
- Total significant errors: 0
- Percentage significant errors from applicable: 0%

The overall quality of the decision is: moderate quality

The scale below is applied:

- High quality: Under 20% minor errors and no significant errors from all applicable indicators.
- Moderate quality: 20% or more minor errors and no significant errors from all applicable indicators.
- Low quality: One or more significant errors.

3.2 Save

The user can fill in all desired fields and then she is able to save the First Instance Decision assessment by clicking on Save Form button.

After clicking on this button a .json file is downloaded with name: <case file reference>_First_Instance_Decision, which is saved on user’s pc.
3.3 Download

The user is able to download a First Instance Decision assessment by clicking on action button and then save file. After clicking on this button a .json file is downloaded with name: <case file reference>_First_Instance_Decision, which is saved on user’s pc. This button has the same functionality with save button, on the bottom of the page.
3.4 Export pdf

The user is able to export a First Instance Decision assessment in pdf form by clicking on action button and then pdf.
After clicking on this button a .pdf file is downloaded with name: <case file reference>_First_Instance_Decision, which is saved on user’s pc.
Module 2: First instance decision

Reference
Case file reference
Document number

Applicant

Country of origin
Afghanistan

Sex of the applicant
Male

Age of the applicant
23

Special needs

Close data

Date of lodging the application
16/10/2018

Date of interview
18/10/2018

Interview conducted by the determinant
Yes

Date of decision
24/10/2018

Number of pages of this decision
1

3.5 Open

The user is able to open a First Instance decision.json by clicking on action button and then open file.
The user should choose a file json from her pc

Select file to open

Choose File  No file chosen

Close  Open file

After clicking on Open file button then all information of the selected first instance decision assessment is displayed.
The user is able to provide any modification and then save the changes.
4. Reports

The user is able to create general reports based on the individual quality assessments from Report tab:

- Select Files

The user can select multiple files from her PC by clicking on the action button and then selecting files.

Select files to import

Choose Files 5 files

Only JSON files are valid for uploading. After clicking on “Import Selected” button the cases are uploaded:
Import Folder

The user can import a folder from her pc by clicking on action button and then import folder.

Select folder to import

Choose Files 13 files

Only json files are valid for uploading. After clicking on “import Selected” button the cases are uploaded.

Export pdf

The user is able to export the General reports in pdf form by clicking on action button and then pdf.

Open Report Filters

The user is able to open report filters by clicking on action button and then open reports filters. Only json files are valid.
Select file to open

Choose File report_filters (1) json

After clicking on open file the save filters are displayed

Please note that first the desired files should be uploaded and then the filter is opened.

Save Report Filters

The user is able to save report filters in json by clicking on action button and then save reports filters.

5. Options

Not available yet
6. Help

The user is able to download the user manual by clicking on action button and then help.
7. HOW TO

In this section, there is a description of the most common activities which have to be performed to achieve certain changes. This section will be updated also on the basis on the users’ feedback.

7.1 Change language

To change the language of the application it is needed to change it in the “options.js” file which is located in the root folder of the application.

![Figure 6](image)

To open the file it is required to use an editor of text. Once the file is open, the language has to be changed according to the name of one of the available languages which are stored in the “lang” folder.

**Content of “options.js”**

```javascript
var userOptions = {
    "language": "english",
    "version": "V 1.0.0 build 20181031_1300"
}
```
Content of the “lang” folder

<table>
<thead>
<tr>
<th>File</th>
<th>Date</th>
<th>Type</th>
<th>Size</th>
</tr>
</thead>
<tbody>
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<td>english.js</td>
<td>31/10/2018 13:48</td>
<td>JavaScript File</td>
<td>51 KB</td>
</tr>
<tr>
<td>greek.js</td>
<td>31/10/2018 13:48</td>
<td>JavaScript File</td>
<td>72 KB</td>
</tr>
<tr>
<td>italian.js</td>
<td>31/10/2018 13:48</td>
<td>JavaScript File</td>
<td>53 KB</td>
</tr>
<tr>
<td>localizations.js</td>
<td>31/10/2018 12:01</td>
<td>JavaScript File</td>
<td>0 KB</td>
</tr>
</tbody>
</table>

Figure 7

Once the language of the file has been chosen, the file shall be saved.

Note: it is possible to add new file of the languages, simply copying and translating an existing file. For example it can be chosen to duplicate the English file, so if any strings are not translated, then they remain in English.