EUAA Quality Assurance Tool v3.0.0

User Manual

INTERNAL USE ONLY

European Union Agency for Asylum
www.euaa.europa.eu

Tel: +356 2248 7500
info@euaa.europa.eu

Winemakers Wharf
Valletta, MRS 1917, MALTA

Project Name:	Quality Assurance Tool		
Date:	17/05/2024	**Release:**	3.0.0
Authors:	Saavan Hirani, Ryan Blake, Chara Chalkou		
Business Owner:	Jans Jeroen		
ICT Owner:	Miroslava Grech		
Organisation:	EUAA		

Revision History

Version	Description	Author	Date	Approved By
1.0.0	Created for version 1.0.0	Chara Chalkou	19/11/2018	Nicola Fabiani
1.0.0	Review	Chara Chalkou	07/11/2018	Ioakeim Kalamaris
1.0.0	Review	Chara Chalkou	19/11/2018	Nicola Fabiani
2.0.0	Updated for version 2.0.0	Ryan Blake	07/10/2020	Choutas Athanasios
2.1.0	Updated for version 2.1.0	Ryan Blake	14/12/2021	Choutas Athanasios
3.0.0	Updated for version 3.0.0	Saavan Hirani	17/05/2024	Elli Lamprakou

Definitions, Acronyms & Abbreviations

Abbreviation	Meaning
CSV	Comma-Separated Values
EU+	EU Member States including Norway, Switzerland, and Lichtenstein
EUAA	European Union Agency for Asylum
JSON	JavaScript Object Notation
PDF	Portable Document Format
QAT	Quality Assurance Tool
URL	Uniform Resource Locator

Table of Contents

Table of Figures

Table of Tables

1 Introduction

The EUAA has developed a technical solution for the Quality Assurance Tool (QAT) that provides EU+ member states with a user-friendly tool for a more streamlined and efficient internal quality assurance process.

This app enables quality assessment of the individual personal interviews and first-instance decisions on the substance of the application and admissibility procedure for Safe Third Countries by applying the assessment methodology as outlined in the EUAA Quality Assurance Tool: Examining the application for international protection. The app also facilitates the generation of detailed reports based on sets of individual personal interviews and first-instance decisions assessment files.

The individual assessment forms are saved in the JSON (.json) format, and the files can only be viewed and modified through this tool. All assessment reports can also be exported to PDF.

A folder with Individual personal interview and first-instance decision files in the JSON format can be used for generating detailed reports which allow for analysing the overall quality of larger batches of cases.[1] In this way, for example, the work of a specific team or unit over a set time frame, can be analysed, or the cases from a certain country of origin, etc. A detailed overview of the assessment results enables one to identify strengths and weaknesses and the need for follow-up actions.

This user manual is for the electronic version of the EUAA Quality Assurance Tool and 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 a guideline on the use of the tool.

The supported browsers for the QAT are **Google Chrome**, and **Microsoft Edge** only. Please note that the application is not currently mobile friendly, therefore it is recommended only to use this tool from a laptop or computer. The application is currently only available in **English**, other languages will be available in future updates.

For specific queries regarding the application please contact asylum.processes@euaa.europa.eu. For technical support regarding accessing the application please contact the EUAA IT Service Desk.

[1] It is advisable to use one folder for saving the JSON files, which can be later used for generating detailed reports in the Reports tab. Both personal interview and first-instance decision files can be saved in the same folder. To save files in a desired location, it is necessary to adjust the setting of the browser. Guidance in this regard can be found in the section Browser settings.

Please note that when saving the same file multiple times, a number will be automatically added to the file name to prevent overwriting. However, it is strictly recommended to overwrite the previous file. Keeping several files of the same assessment in one folder would have a negative impact if used for generating a joint report by using the Reports tab in this application. Consequently, the results could be inaccurate. Therefore, it is important that each assessment file is saved only once.

2 How to Access and Install the Application

To access the QAT tool, open either **Google Chrome** or **Microsoft Edge** (See Device Compatibility for more information) and navigate to https://qat.euaa.europa.eu. You can use the tool immediately after the page loads.

The application can be installed for easier access and to be able to use it whilst offline, for example when in the field without access to a stable internet connection.

When visiting the URL of the application from a computer, the following icon will appear at the end of the address bar (may vary depending on the browser).

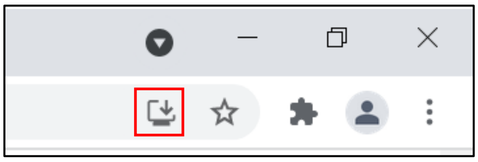


Figure 1 - Install Icon in Chrome Browser Address Bar

When clicking on the icon, the following pop-up appears, and you can install the QAT application by clicking 'Install'.

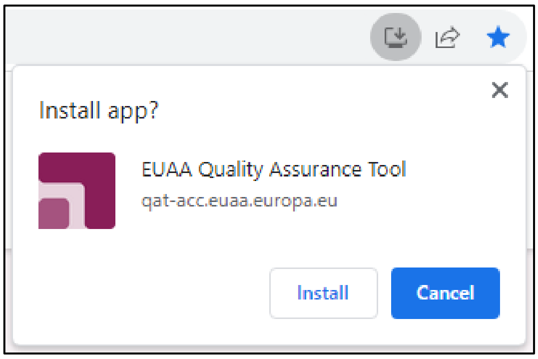


Figure 2 - Install QAT pop-up on Desktop (Google Chrome)

The assets will then be installed to your device and a shortcut will appear on your desktop, from which you can now access the tool.

NOTE: When using this tool either online or offline, no data is sent to a server, all processing is done on the host device e.g., laptop. Additionally, all assessment data is saved locally on the user's device.

ATTENTION: If some of the functionality is not working as expected (menu items not showing, inability to save or reopen assessments, etc.), the browser cache will need to be cleared. For Windows hold the 'CTRL' button and click the refresh button. The page will refresh if successful.
In the case of some pages and forms not loading when using the tool offline, it is recommended to visit each page in the browser, including going through all the forms whilst online to cache the pages, before using the installed offline application. This action only needs to be performed once.

2.1 Homepage

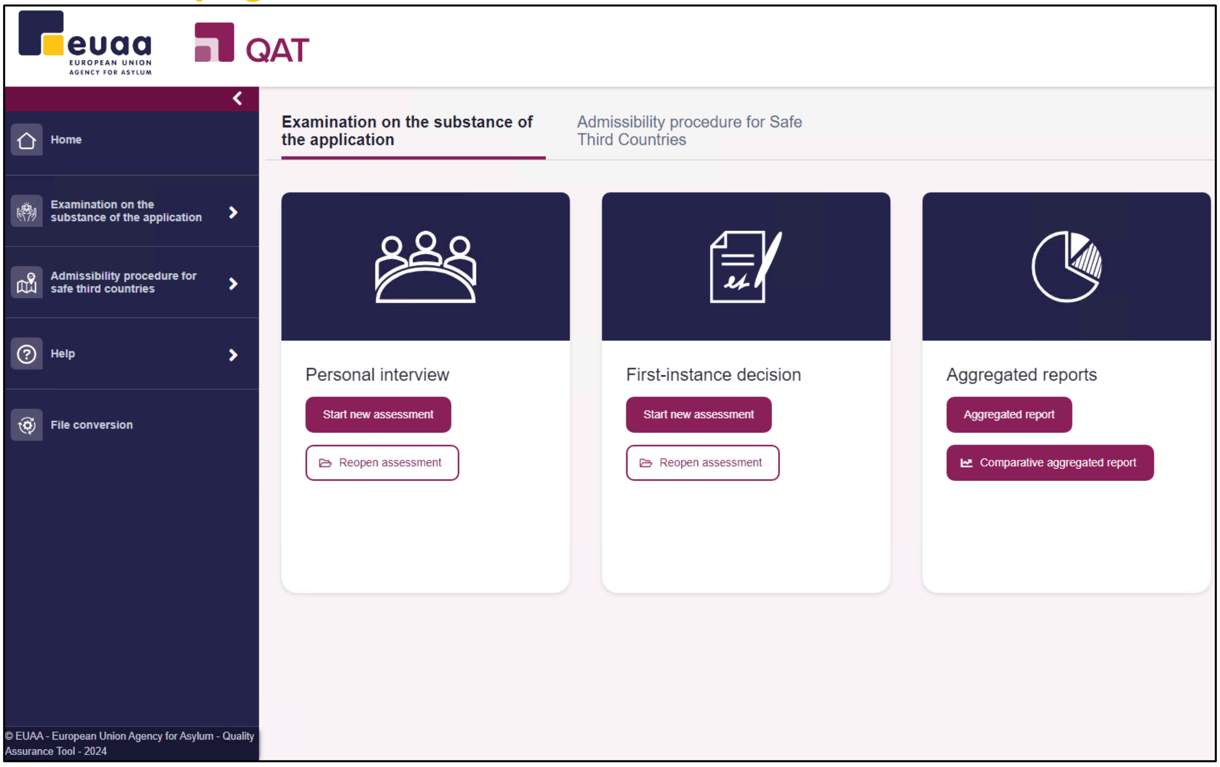


Figure 3 - QAT Homepage

After landing on the homepage, by default the tab 'Examination on the substance of the application' will be selected.

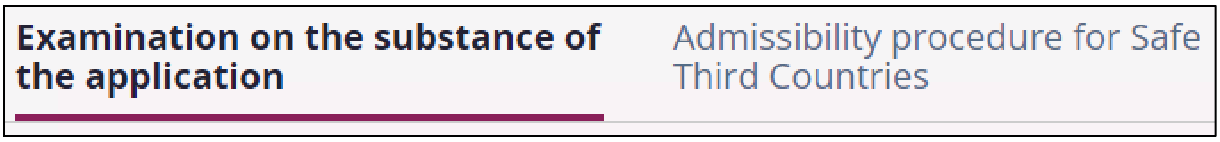


Figure 4 - Assessment Type

Here assessments for 'Personal interview' and 'First-instance decision' of this type can be conducted. Additionally aggregated reports and comparative aggregated reports for this assessment type can be generated from completed assessments.

Similarly, by clicking on the tab 'Admissibility procedure for Safe Third Countries' assessments for 'Personal interview' and 'First-instance decision' for this type can be conducted; including generating reports for them.

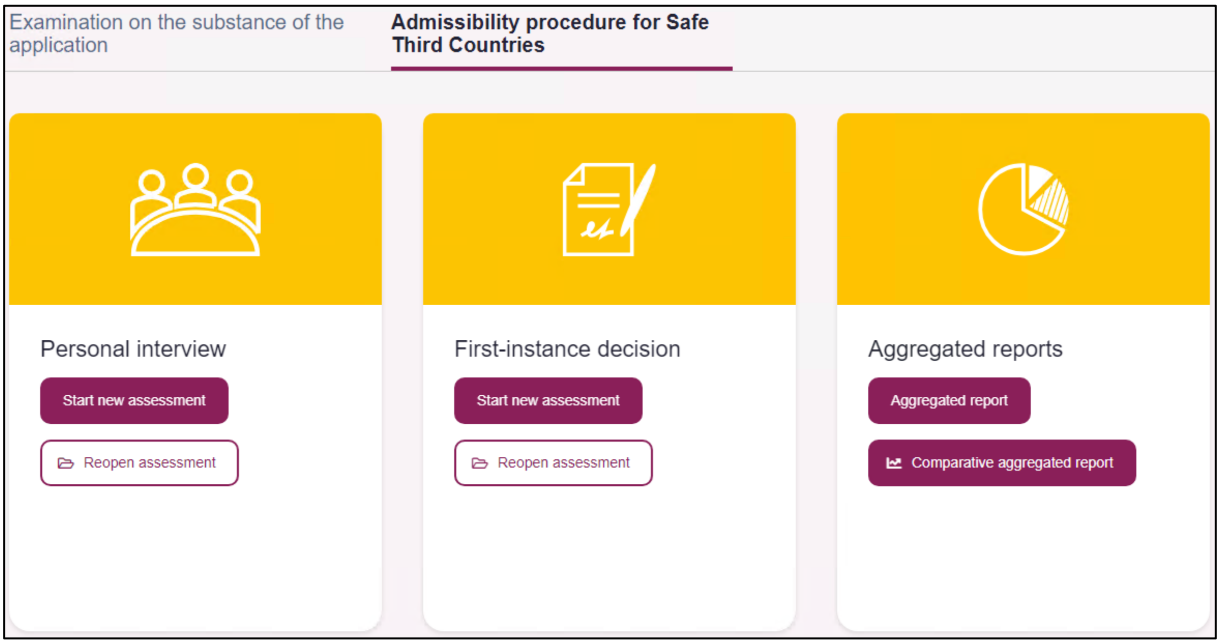


Figure 5 - Admissibility procedure for Safe Third Countries

NOTE: Both assessments (Personal interview and First-instance decision) of the different categories (substance/admissibility examination) contain a set of the same indicators common to both procedures. At the same time, there is a series of different standards and indicators reflecting the differences on the type of assessment.

2.2 Navigation Menu

A menu on the left of the screen is always present and has headings for the assessment types which can be expanded to reveal the various assessments, to start a new one or reopen and continue, providing a quick navigation to them. Additionally, it provides a convenient way to navigate to generate reports, the help section, and the file conversion page. The navigation menu can be collapsed by clicking on the arrow icon and expanded by clicking and burger menu icon at the top.

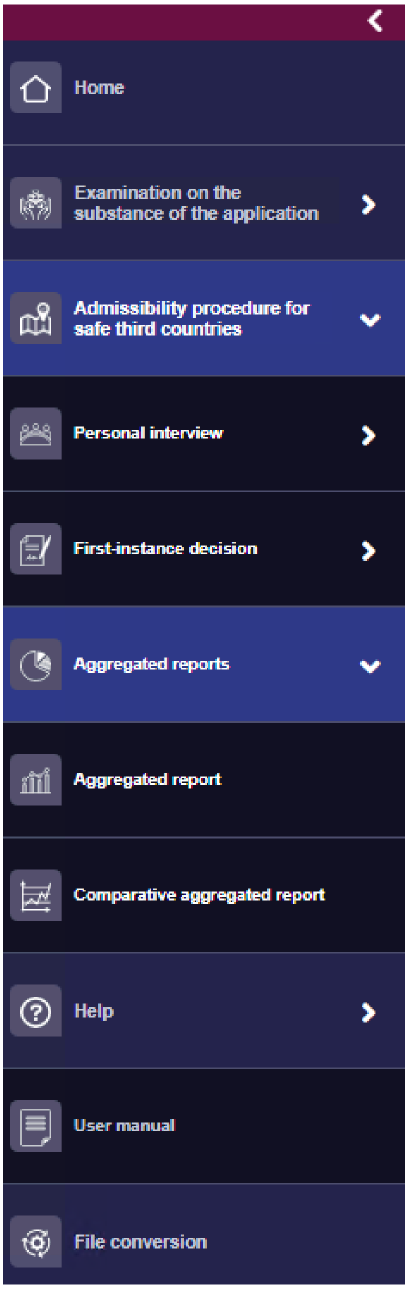


Figure 6 - Navigation Menu

- Home
- Examination on the substance of the application
    - Personal interview
        - Start new assessment
        - Reopen assessment
    - First-instance decision
        - Start new assessment
        - Reopen assessment
    - Aggregated reports
        - Aggregated report
        - Comparative aggregated report
- Admissibility procedure for safe third counties
    - Personal interview
        - Start new assessment
        - Reopen assessment
    - First-instance decision
        - Start new assessment
        - Reopen assessment
    - Aggregated reports
        - Aggregated report
        - Comparative aggregated report
- Help
    - User manual
    - Practical guidance
    - Videos
- File conversion

3 Assessments

To start a new assessment, click on the ‘Start new assessment’ button from the homepage.

Figure 7 - Start New Assessment Button

3.1 Personal Interview

3.1.1 Assessment Form

The personal interview assessment contains the following sections and sub-sections:

3.1.1.1 File Information

a. Reference
b. Applicant
c. Case data
d. Assessment
e. Other

NOTE: Fields that have a red asterisk (*) beside the name are mandatory fields that must be completed before saving the final report. Some fields such as ‘Special needs’ are pre-filled and multi-select. Furthermore, the following fields ‘Nationality/Ethnicity’, ‘Religion’, ‘Special needs’, and ‘Language of the interview’ have the option ‘Other…’ which will reveal and additional free-text field to complete.

EUROPEAN UNION AGENCY FOR ASYLUM

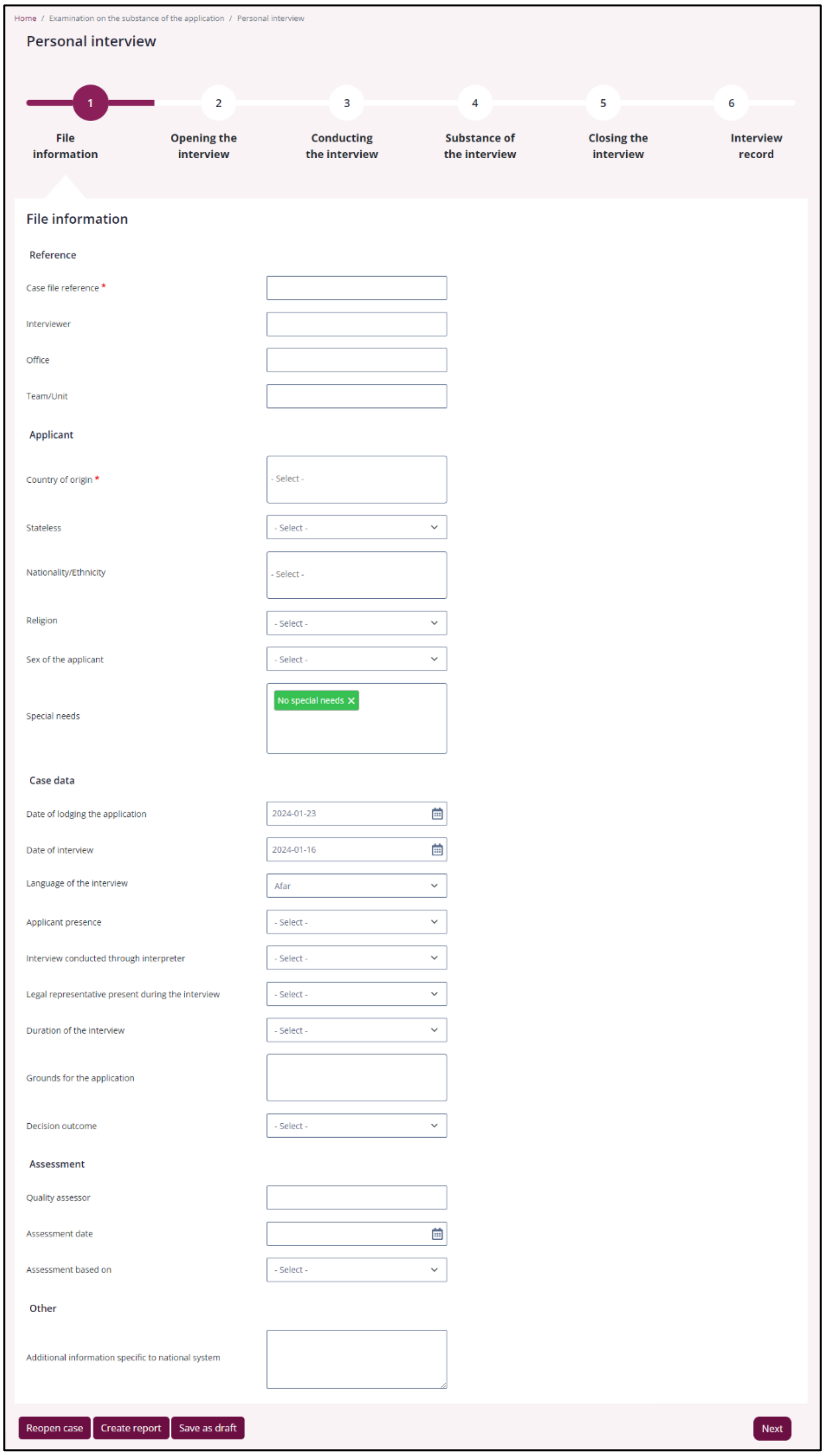


Figure 8 - Personal Interview - File Information - Form Page

Once complete or partially complete, the assessor can then click ‘Next’ at bottom of the form to continue to the next section. Alternatively, they can click on any of the section headings at the top of the form to quickly move between them.

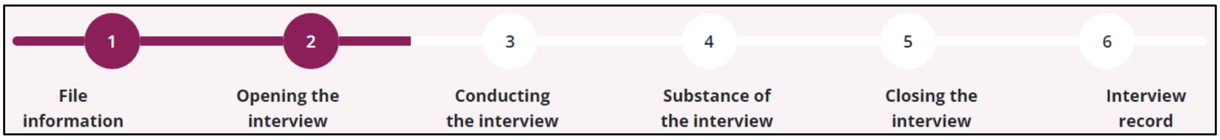
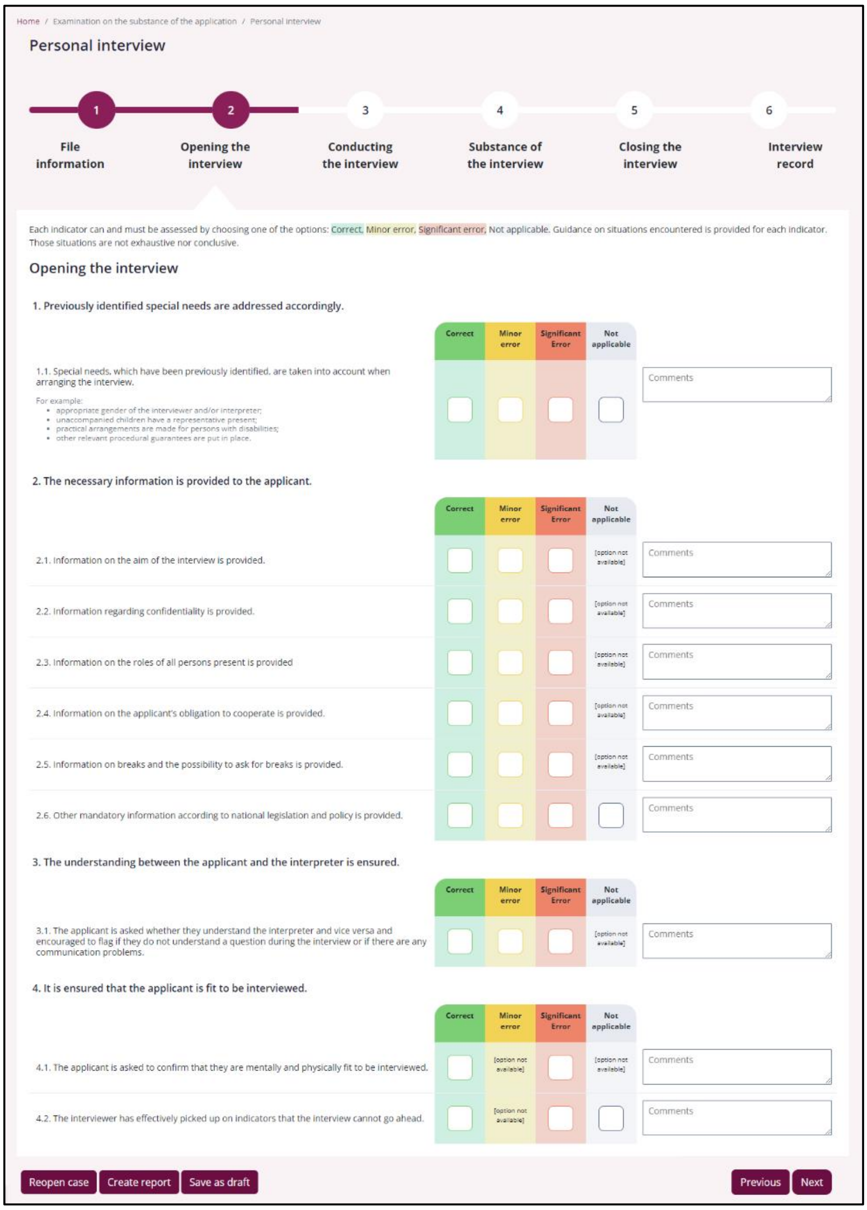


Figure 9 - Personal Interview - Assessment Form Section Timeline

3.1.1.2 Opening the Interview

1. Previously identified special needs are addressed accordingly.
2. The necessary information is provided to the applicant.
3. The understanding between the applicant and the interpreter is ensured.
4. It is ensured that the applicant is fit to be interviewed.



Home / Examination on the substance of the application / Personal interview

Personal interview

1 File information – 2 Opening the interview – 3 Conducting the interview – 4 Substance of the interview – 5 Closing the interview – 6 Interview record

Each indicator can and must be assessed by choosing one of the options: Correct, Minor error, Significant error, Not applicable. Guidance on situations encountered is provided for each indicator. Those situations are not exhaustive nor conclusive.

Opening the interview

1. Previously identified special needs are addressed accordingly.

	Correct	Minor error	Significant Error	Not applicable	
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 are put in place.					Comments

2. The necessary information is provided to the applicant.

	Correct	Minor error	Significant Error	Not applicable	
2.1. Information on the aim of the interview is provided.				[option not available]	Comments
2.2. Information regarding confidentiality is provided.				[option not available]	Comments
2.3. Information on the roles of all persons present is provided				[option not available]	Comments
2.4. Information on the applicant's obligation to cooperate is provided.				[option not available]	Comments
2.5. Information on breaks and the possibility to ask for breaks is provided.				[option not available]	Comments
2.6. Other mandatory information according to national legislation and policy is provided.					Comments

3. The understanding between the applicant and the interpreter is ensured.

	Correct	Minor error	Significant Error	Not applicable	
3.1. The applicant is asked whether they understand the interpreter and vice versa and encouraged to flag if they do not understand a question during the interview or if there are any communication problems.				[option not available]	Comments

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

	Correct	Minor error	Significant Error	Not applicable	
4.1. The applicant is asked to confirm that they are mentally and physically fit to be interviewed.		[option not available]		[option not available]	Comments
4.2. The interviewer has effectively picked up on indicators that the interview cannot go ahead.		[option not available]			Comments

Reopen case | Create report | Save as draft | Previous | Next

Figure 10 - Opening the Interview - Form Page

NOTE: In this and subsequent sections of the assessment, the user can hover over the checkboxes to reveal a tooltip which provides supplementary information on indicative examples of situations that the assessor should consider when assessing an indicator to be ‘minor error’, ‘significant error’ or ‘not applicable’.

In some cases, the checkbox for a particular indicator will not be available for selection. In addition, there is a comments box beside each indicator for the assessor to add comments. Those comments can provide explanations on the errors identified for the respective indicators and give suggestions on how to improve them. They can also be used to highlight the good practices identified.

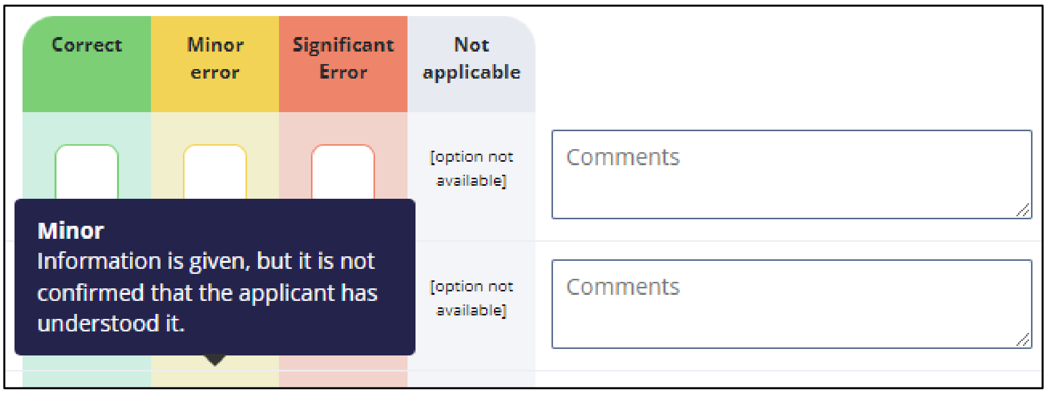


Figure 11 - Form Indicator Tooltip and Comments

3.1.1.3 Conducting the interview

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

6. The interviewer ensures all persons present act according to their roles and manages the interview effectively.

7. The interviewer applies the appropriate questioning techniques.

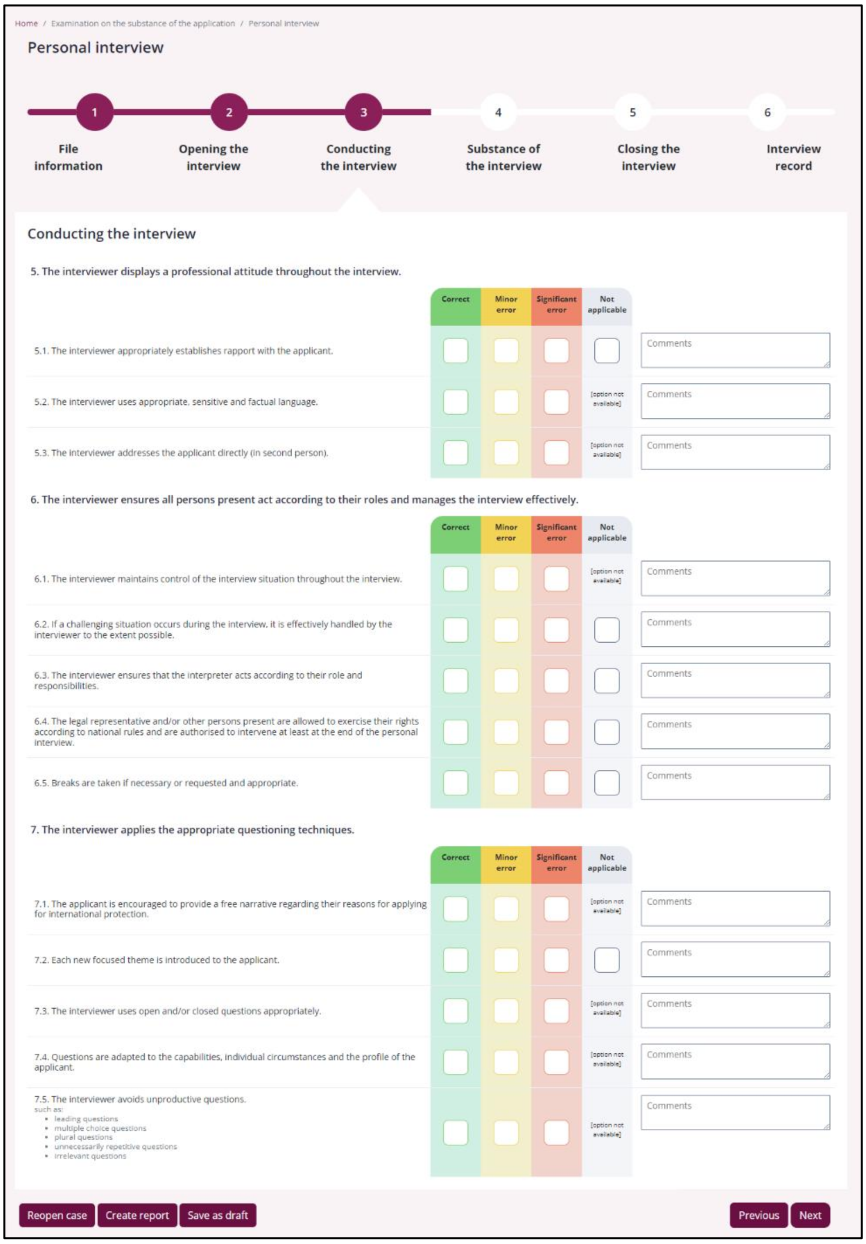


Figure 12 - Conducting the Interview - Form Page

3.1.1.4 Substance of the interview

8. All material facts are identified and explored sufficiently.
9. Documents and other written evidence submitted to support the applicant's claim are handled appropriately.
10. The applicant is provided with an effective opportunity to address inconsistencies and discrepancies.
11. Where relevant, exclusion considerations are appropriately explored.
12. Specific policies and guidelines are followed correctly.

Figure 13 - Substance of the Interview - Form Page

3.1.1.5 Closing the interview

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

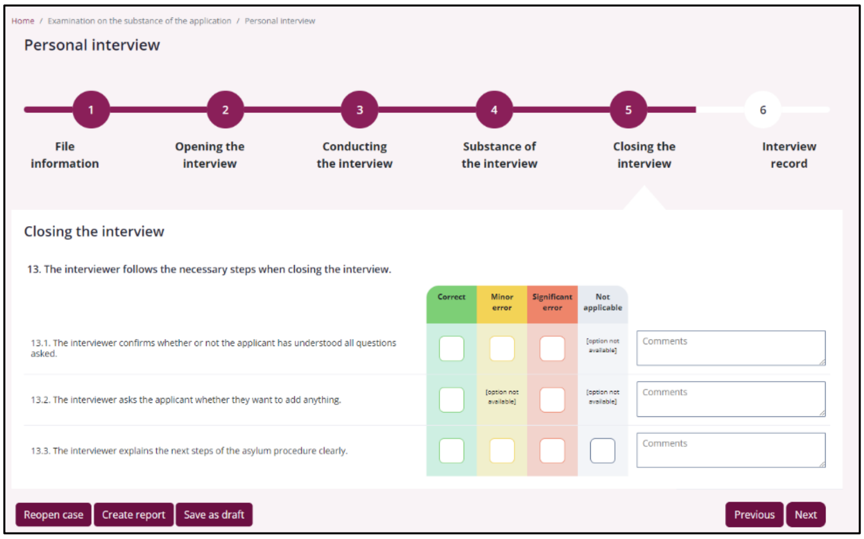


Figure 14 - Closing the Interview - Form Page

3.1.1.6 Interview record

14. Interview transcript/report rules are followed accordingly.

Conclusion and Follow-up. To be filled by the quality assessor based on overall observations.

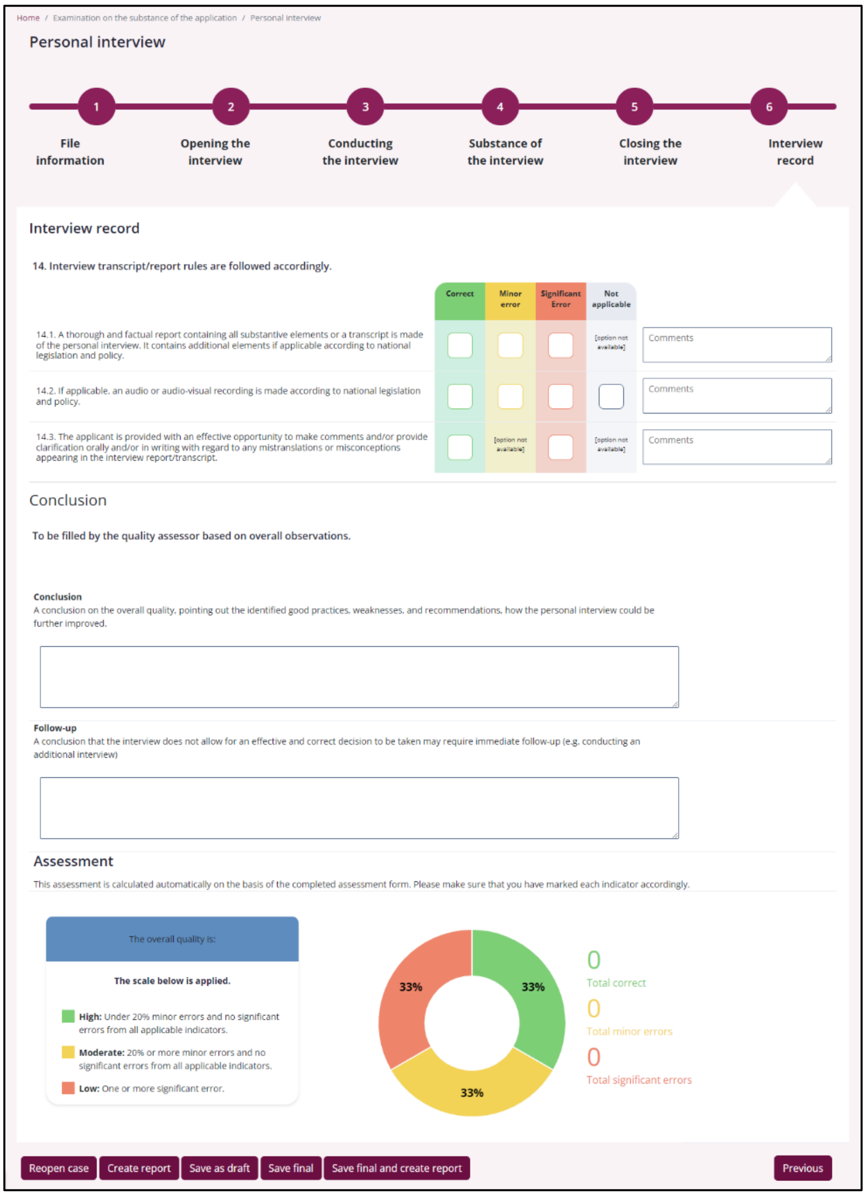


Figure 15 - Interview Record - Form Page

3.2 First-instance Decision

3.2.1 Assessment Form

The personal interview assessment contains the following sections and sub-sections:

3.2.1.1 File Information

- **a.** Reference
- **b.** Applicant
- **c.** Case data
- **d.** Assessment
- **e.** Other

NOTE: Fields that have a red asterisk (*) beside the name are mandatory fields that must be completed before saving the final report. Some fields such as 'Special needs' are prefilled and multi-select. Furthermore, the following fields 'Nationality/Ethnicity', 'Religion', 'Special needs', and 'Language of the interview' have the option 'Other…' which will reveal and additional free-text field to complete.

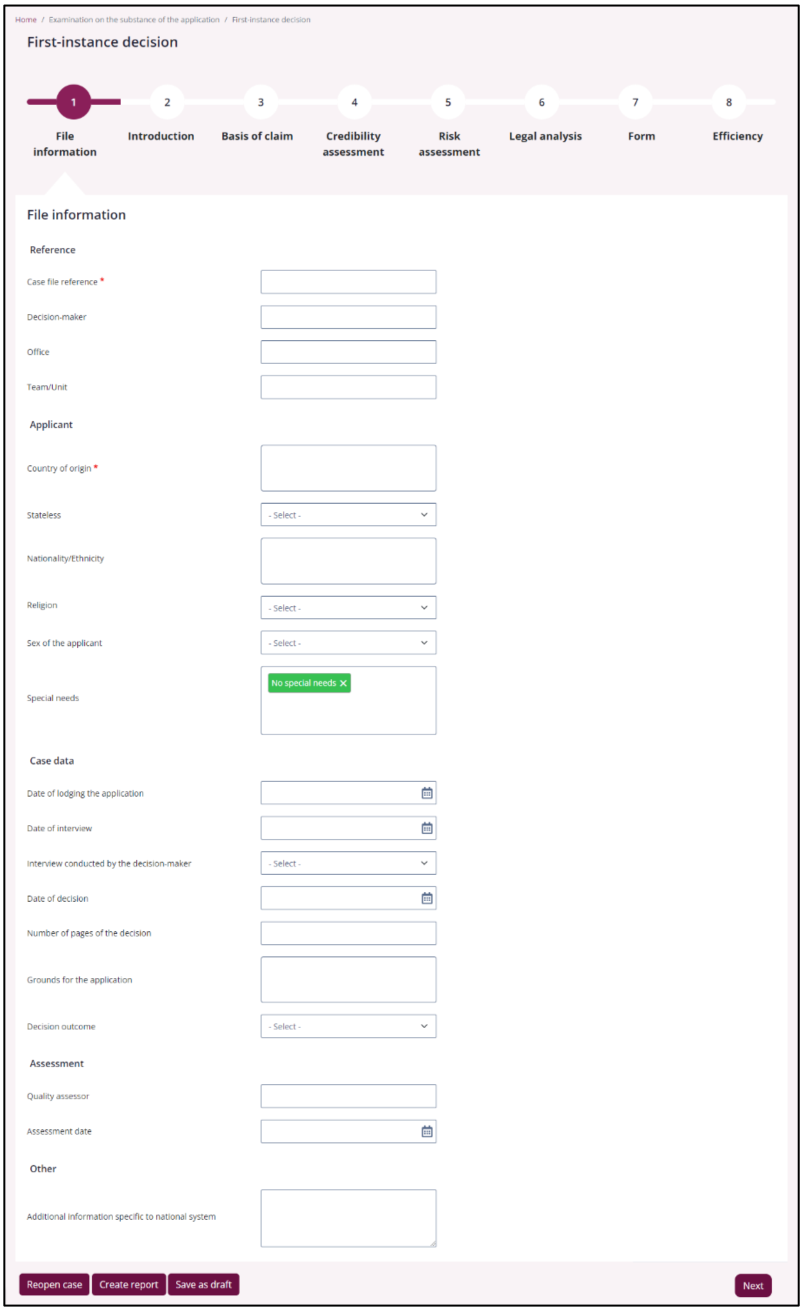


Figure 16 - First-Instance Decision - File Information - Form Page

Once complete or partially complete, the assessor can then click 'Next' at bottom of the form to continue to the next section. Alternatively, they can click on any of the section headings at the top of the form to quickly move between them.

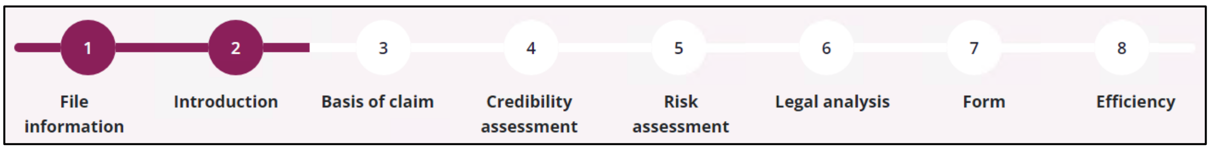


Figure 17 - First-Instance Decision - Assessment Form Section Timeline

3.2.1.2 Introduction

1. The decision states the applicant's details correctly.
2. If applicable, the decision includes a concise and accurate summary of the immigration history of the applicant.

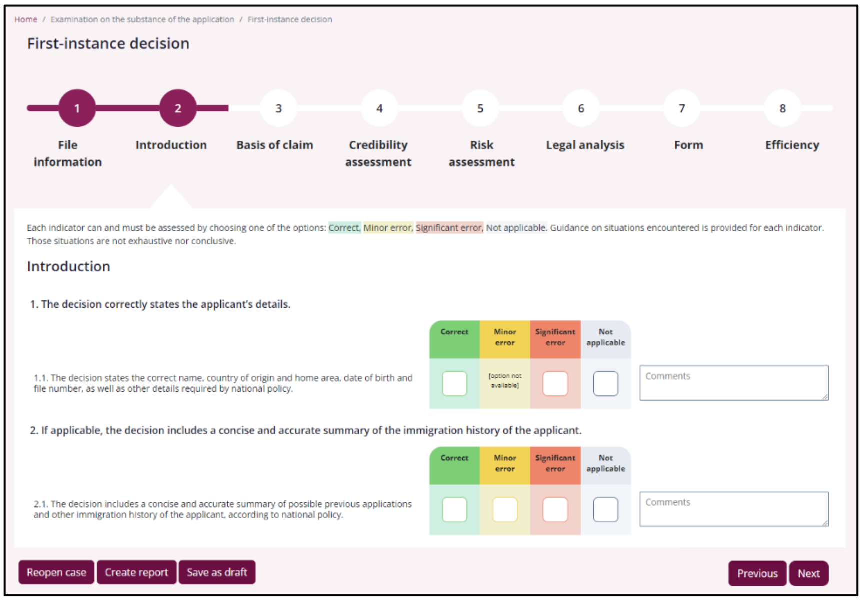


Figure 18 - Introduction - Form Page

3.2.1.3 Basis of Claim

3. The basis of claim correctly outlines all material facts, future fear and evidence.

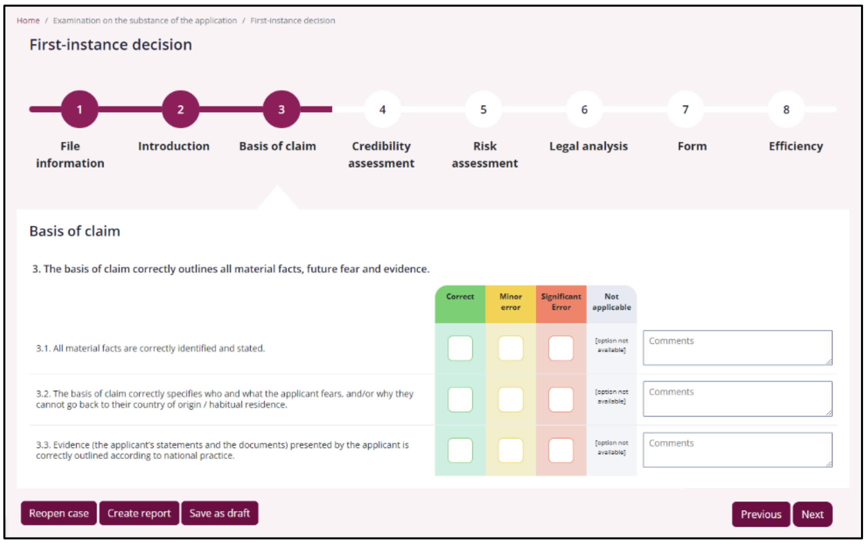


Figure 19 - Basis of Claim - Form Page

3.2.1.4 Credibility Assessment

4. The credibility of each material fact is assessed correctly, including the identity and country of origin of the applicant.
5. A clear finding is made on each material fact.
6. The correct standard and burden of proof is applied.

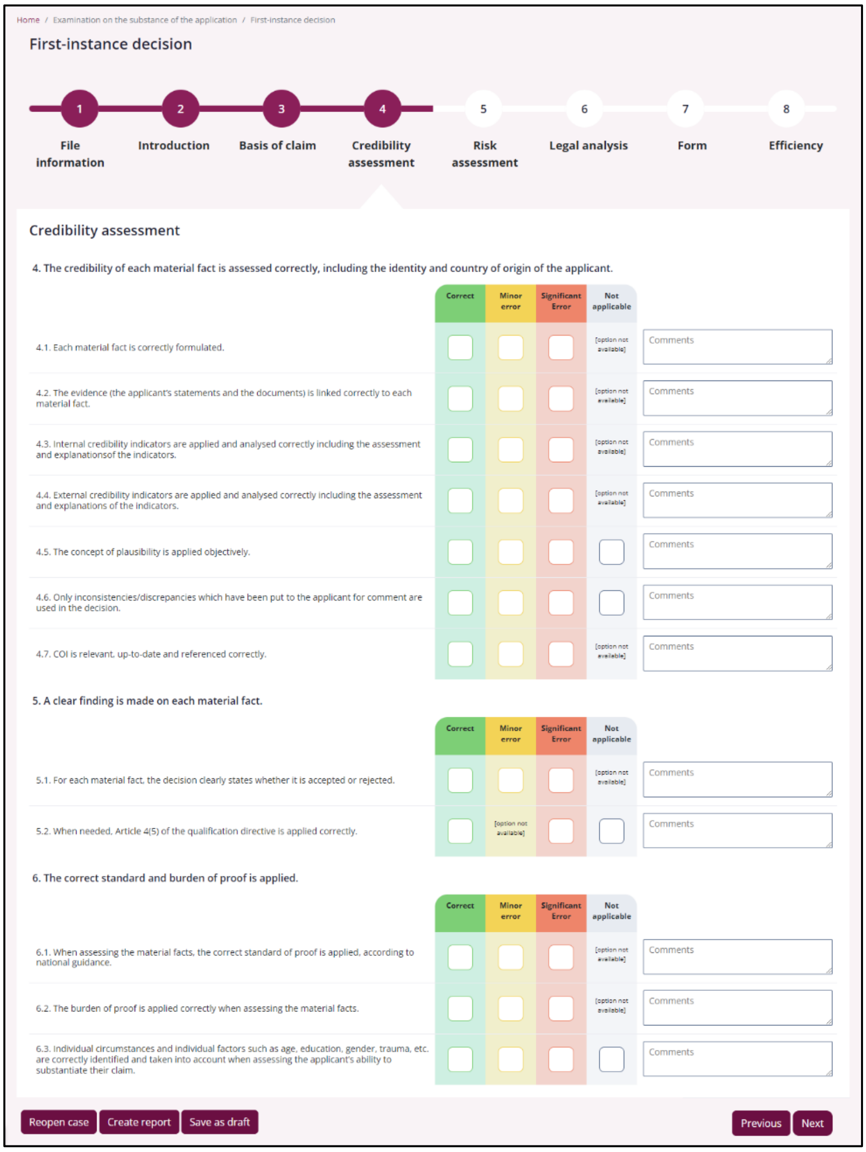


Figure 20 - Credibility Assessment - Form Page

3.2.1.5 Risk Assessment

7. The risk on return is accurately and fully assessed.

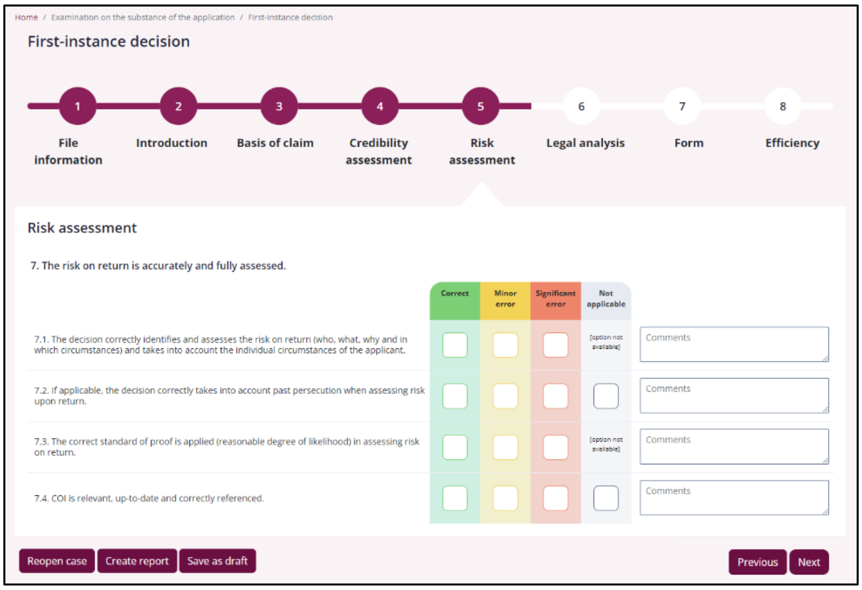


Figure 21 - Risk Assessment - Form Page

3.2.1.6 Legal Analysis

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

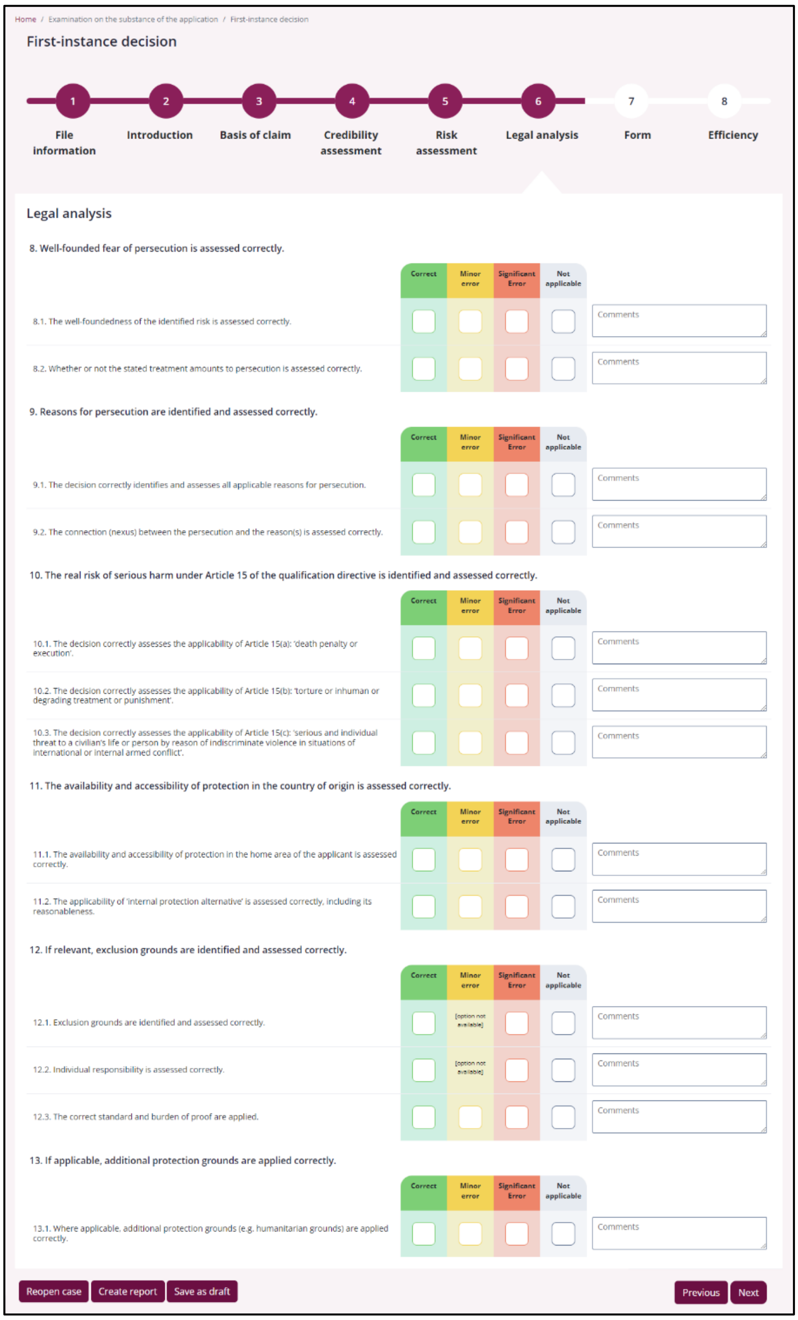
9. Reasons for persecution are identified and assessed correctly.

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

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

12. If relevant, exclusion grounds are identified and assessed correctly.

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



Home / Examination on the substance of the application / First-instance decision

First-instance decision

1 File information · 2 Introduction · 3 Basis of claim · 4 Credibility assessment · 5 Risk assessment · 6 Legal analysis · 7 Form · 8 Efficiency

Legal analysis

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

	Correct	Minor error	Significant Error	Not applicable	
8.1. The well-foundedness of the identified risk is assessed correctly.					Comments
8.2. Whether or not the stated treatment amounts to persecution is assessed correctly.					Comments

9. Reasons for persecution are identified and assessed correctly.

	Correct	Minor error	Significant Error	Not applicable	
9.1. The decision correctly identifies and assesses all applicable reasons for persecution.					Comments
9.2. The connection (nexus) between the persecution and the reason(s) is assessed correctly.					Comments

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

	Correct	Minor error	Significant Error	Not applicable	
10.1. The decision correctly assesses the applicability of Article 15(a): 'death penalty or execution'.					Comments
10.2. The decision correctly assesses the applicability of Article 15(b): 'torture or inhuman or degrading treatment or punishment'.					Comments
10.3. 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

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

	Correct	Minor error	Significant Error	Not applicable	
11.1. The availability and accessibility of protection in the home area of the applicant is assessed correctly.					Comments
11.2. The applicability of 'internal protection alternative' is assessed correctly, including its reasonableness.					Comments

12. If relevant, exclusion grounds are identified and assessed correctly.

	Correct	Minor error	Significant Error	Not applicable	
12.1. Exclusion grounds are identified and assessed correctly.		[option not available]			Comments
12.2. Individual responsibility is assessed correctly.		[option not available]			Comments
12.3. The correct standard and burden of proof are applied.					Comments

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

	Correct	Minor error	Significant Error	Not applicable	
13.1. Where applicable, additional protection grounds (e.g. humanitarian grounds) are applied correctly.					Comments

Reopen case · Create report · Save as draft · Previous · Next

Figure 22 - Legal Analysis - Form Page

3.2.1.7 Form

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

15. The decision is professionally drafted.

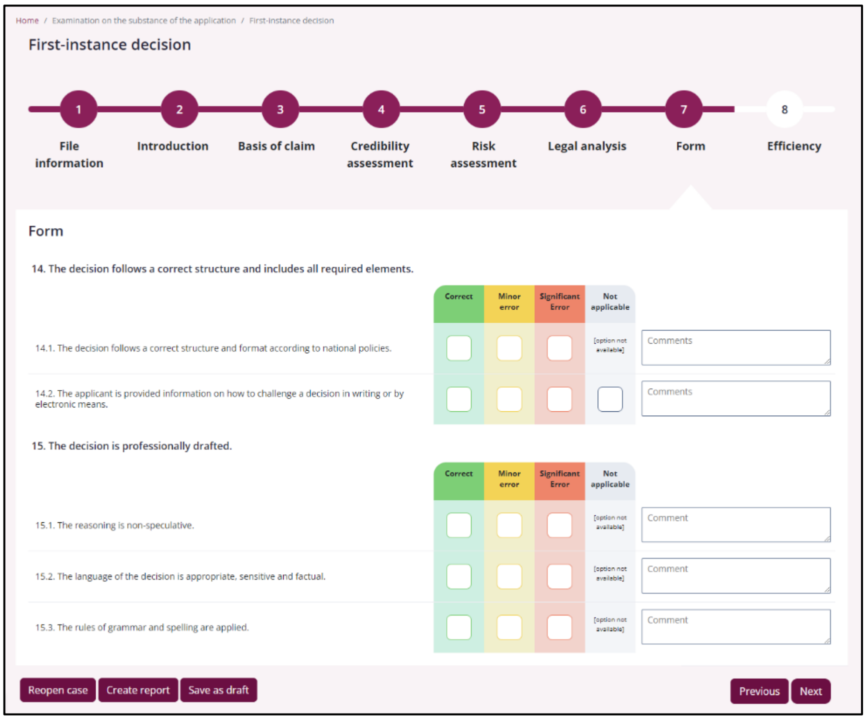


Figure 23 - Form - Form Page

3.2.1.8 Efficiency

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

Conclusion and Follow-up. To be filled by the quality assessor based on overall observations.

Figure 24 - Efficiency - Form Page

3.3 Saving a Draft/Final Assessment

An assessment can either be saved as a 'Draft' if the interview has been suspended or 'Final' if the assessment is complete.

An assessment can be saved as a draft at any point during the assessment by clicking the 'Save as draft' button at the bottom of any assessment page.

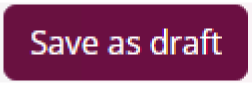


Figure 25 - Save as Draft Button

An assessment can be saved as final on the last page of the assessment by clicking on the 'Save final' button at the bottom of the page (after ensuring all mandatory fields have been completed).

Figure 26 - Save Final Button

A pop-up will appear notifying the user of any empty and required fields that need to be addressed.

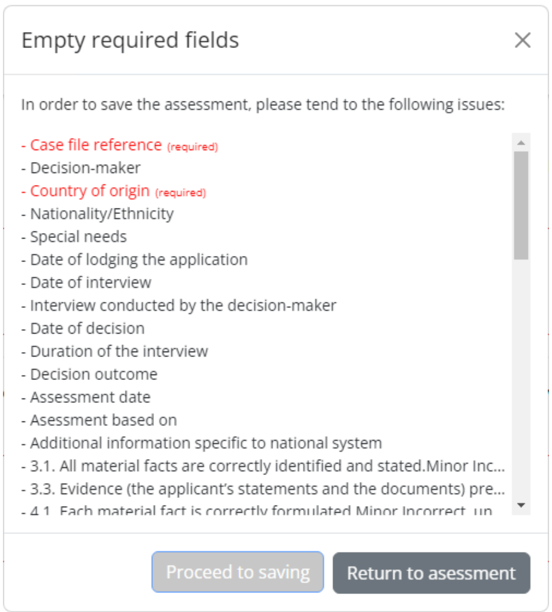


Figure 27 - Empty Required Fields Pop-up

Click 'Return to assessment' to complete the fields or click 'Proceed to saving' to save the assessment.

Figure 28 - Proceed to Saving Button

The file will then automatically be downloaded to the default download location of your browser which typically is the ‘Downloads’ folder. The browser settings can be adjusted to ensure that when downloading files, the browser prompts you to select a location to save the file to. For more information on how to change the browser settings please see the section ‘Browser Settings’.

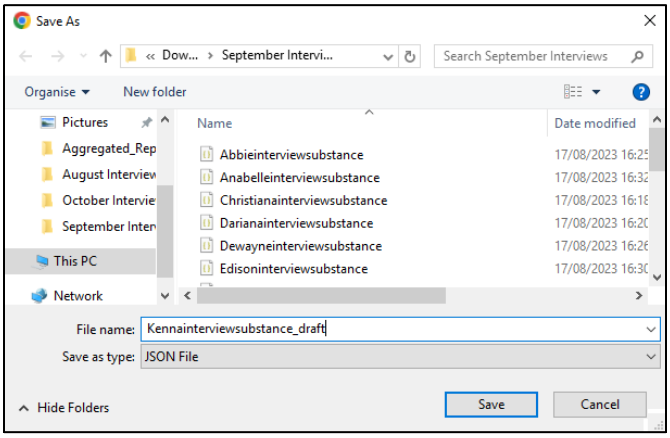


Figure 29 - Windows ‘Save As’ Dialog Box

It is advisable to use one folder for saving files which can later be used for generating aggregated reports. The selected folder can also be situated on your local network where it can be shared with other assessors to allow for common reporting.

The assessments will be saved in the JSON file format (.json). The filename will consist of the ‘Case file reference’ number, an indication if the assessment is an interview or a decision, and of which type (admissibility or substance), and appended with an indication if it is a draft version. E.g.:

- <Case file reference>_interview_substance_draft.
- <Case file reference>_decision_admissibility.

Assessments saved as a draft are inherently incomplete, however they allow you to continue the assessment in the future. Assessments that are saved as drafts will not be included when generating reports even if they are in the same containing folder as final assessments. The ‘Save final’ button will only be available on the last page of the assessment.

NOTE: If saving an assessment multiple times e.g., multiple drafts of the same assessment, or using a case file reference number more than once, the computer will automatically append the filename with a number in brackets ‘(1)’ to prevent overwriting. However, when using ‘Save final’ it is strictly recommended to remove the added number and overwrite the previous file. Keeping several files of the same assessment will lead to double counting when generating aggregated reports and consequently, the results will be inaccurate. Therefore, it is important that there is only one copy of each finalised case assessment file.

Once saved you will be presented with this screen below. From here you can click on ‘Continue to the First-instance decision’ button to proceed with the same case, where the system will automatically pre-populate some fields that were filled in the personal interview.

In the panel on the right labelled ‘Start a new assessment’ you can also choose to start a new, blank assessment of either type.

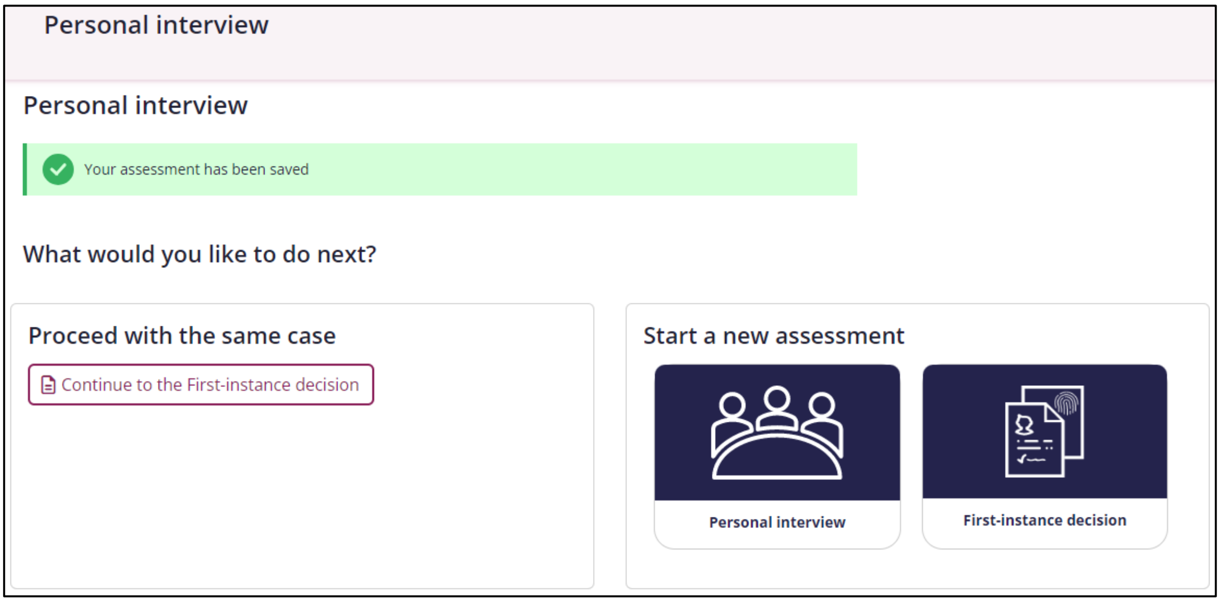


Figure 30 - Saved Assessment Page

3.4 Create Report

A report can be generated at any point in time during the assessment by clicking on the 'Create Report' button at the bottom of the page. This will generate a PDF of the current assessment that can then be saved to the local device or printed.

Figure 31 - Create Report Button

Additionally, the assessment can be saved as final, and a report generated at the same time by clicking on the 'Save final and create report' button.

Figure 32 - Save Final and Create Report Button

This will print the report and you can choose to save as a PDF or send it to a printer for a physical copy. The PDF file names will be in the following format.

- <Case file reference>_interview_substance_report.
- <Case file reference>_decision_admissibility_report.

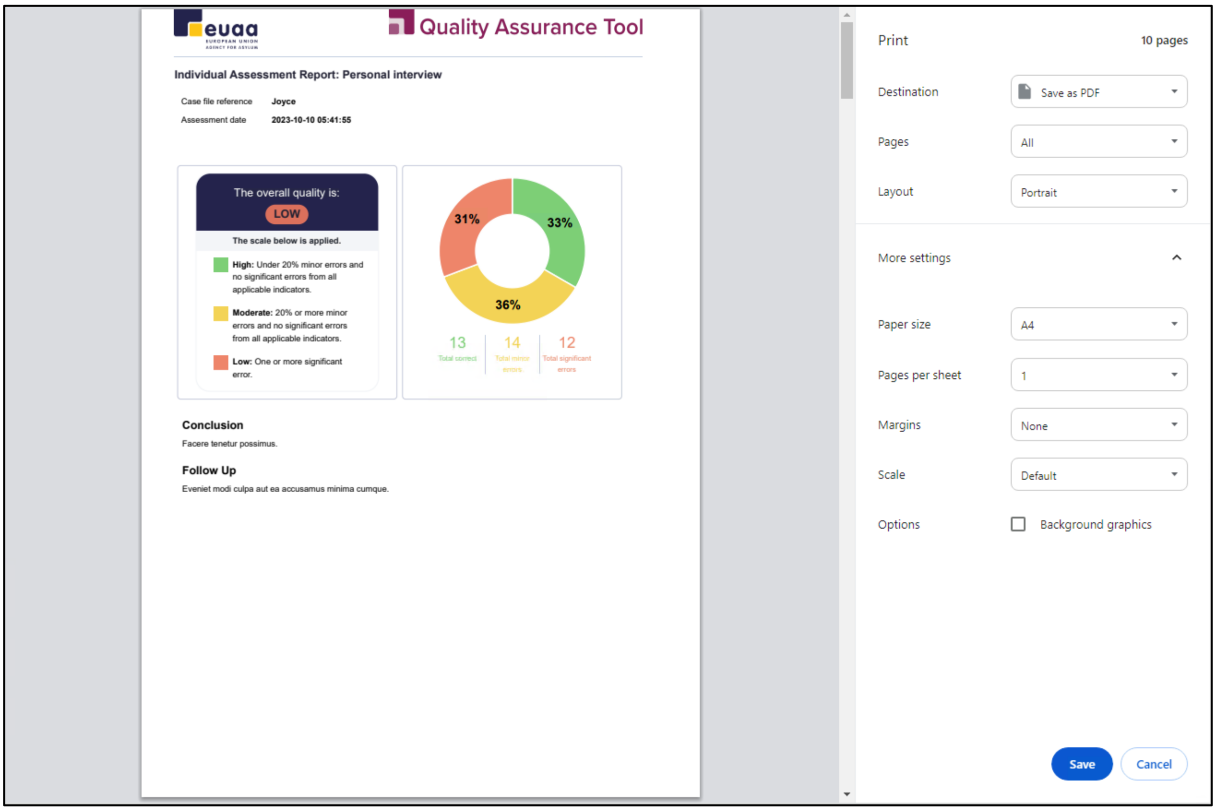


Figure 33 - Printing Assessment Report

NOTE: When printing the report, please set the ‘Margins’ option to ‘None’ to ensure all comments are included.

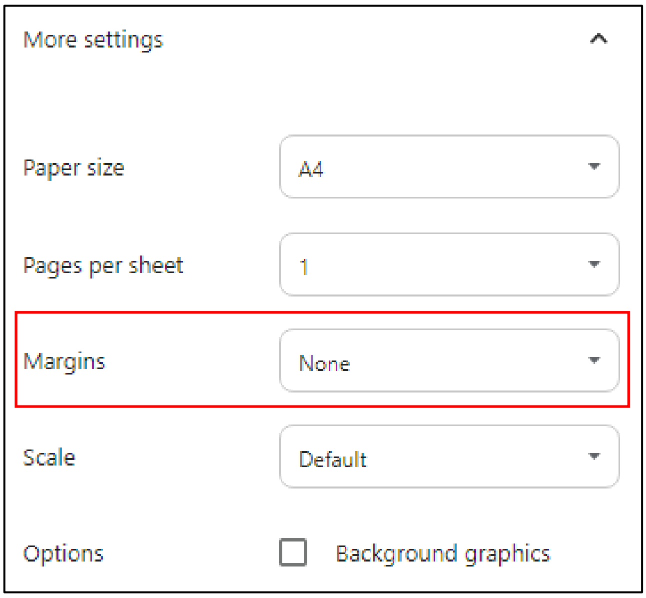


Figure 34 - Print Margin Settings

3.5 Reopen Assessment

An assessment that has been saved as a draft can be reopened in the application to continue working it. On the homepage, click on the ‘Reopen assessment’ button. Additionally, this option can be found in the navigation menu under the respective assessment type (substance/admissibility).

Figure 35 - Reopen Assessment Button

Locate the assessment to be imported and click ‘Open file’. Please note that the correct file will need to be provided dependent on whether trying to open a personal interview or first-instance decision for either type.

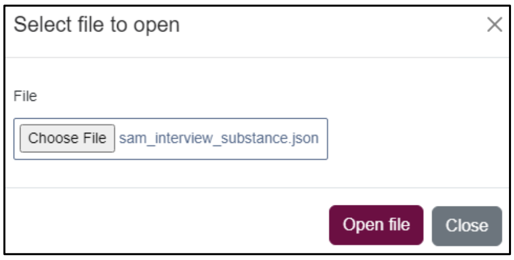


Figure 36 - Reopen Assessment Pop-up

If successful, the fields will be pre-populated with the saved data and the assessor can then continue to with the assessment.

TIP: It may be useful in some cases to have a personal interview assessment open side-by-side whilst completing a first-instance decision assessment. In this case it is advised to open a new browser tab and use the 'reopen assessment' function to open the previously completed personal interview. Similarly, it may also be useful to have a physical printed copy of the personal interview to hand whilst completing the first-instance decision assessment.

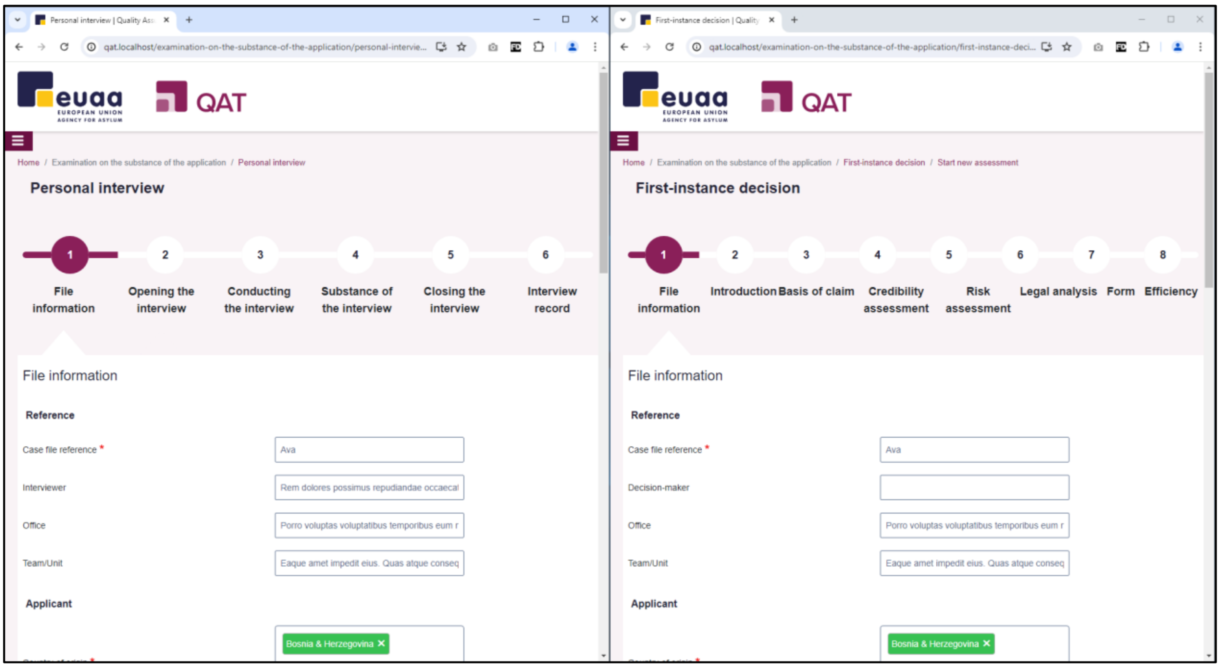


Figure 37 - Split Screen of Assessments

4 Reports

Reporting over several cases assessed can provide feedback to the organisation on a systemic level. It can, for example, focus on cases concerning applicants from a certain country of origin, or look at a specific profile or outcome of the decision, focus on a specific theme or on a specific period over time. Reports can be generated by uploading a folder containing the assessment files. Assessments that are not of the correct type will automatically be filtered out.

4.1 Aggregated Reports

Aggregated reports offer the possibility to select a sample of assessments on personal interviews or on first instance decisions to review their quality. On the homepage, click on the ‘Aggregated report’ button under the relevant assessment type (Substance or Admissibility).

Figure 38 - Aggregated Report Button

4.1.1 Uploading Files

Give the report a description, e.g., ‘Greece Asylum Office Q3 2023’. Click ‘Upload folder’, then ‘Choose Files’, select the folder you would like to upload and click ‘Upload’.

Figure 39 - Upload Folder Button

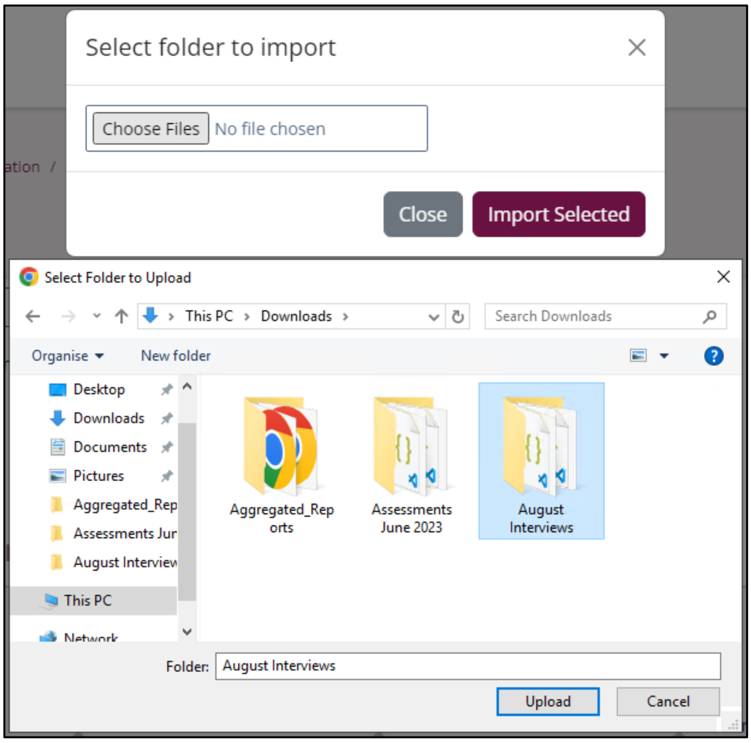


Figure 40 - Upload Folder Dialogue

A confirmation pop-up will appear, click on ‘Import Selected’ and then on ‘Upload’ to proceed.

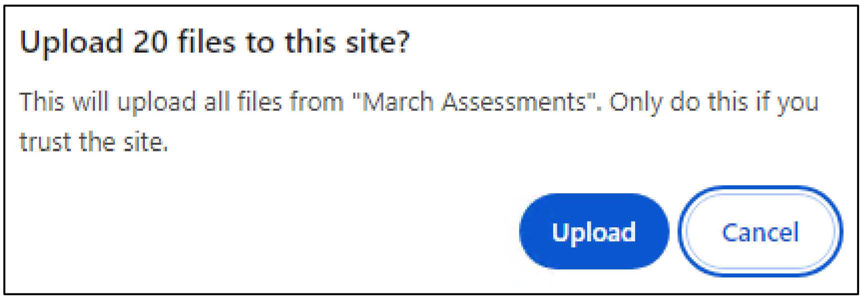


Figure 41 - Upload Files Confirmation Pop-up

The selected assessments will then be loaded. Please be aware that if uploading many assessments, this process could take some time.

NOTE: When uploading a folder of assessments, if creating an aggregated report for Examination on the substance of the application, all assessments for Admissibility procedure for Safe Third Countries will automatically be filtered out and will not be uploaded and vice versa.

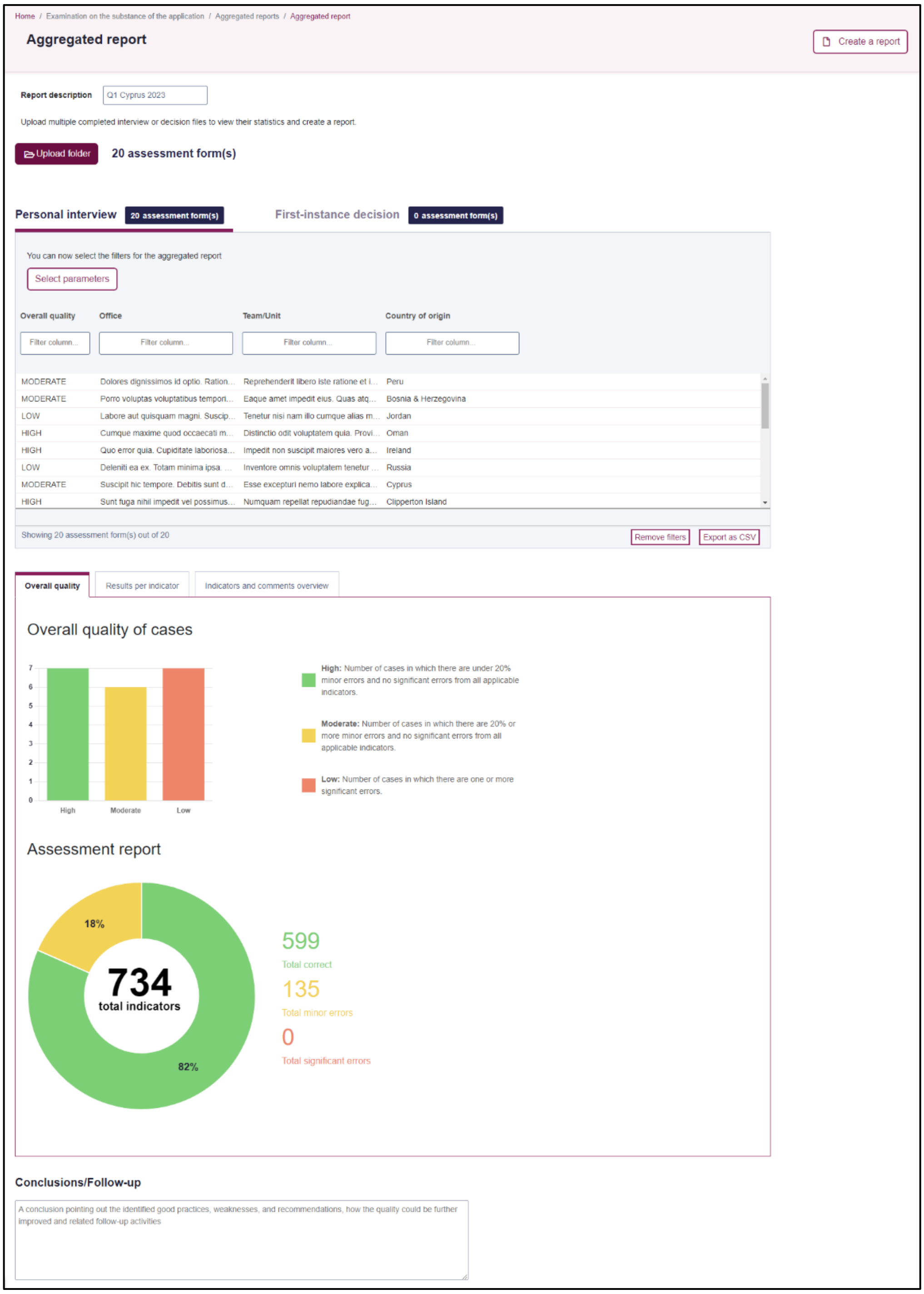


Figure 42 - Aggregated Reports Page

4.1.2 Report Table

The table view will then be populated with the data from the uploaded assessments.

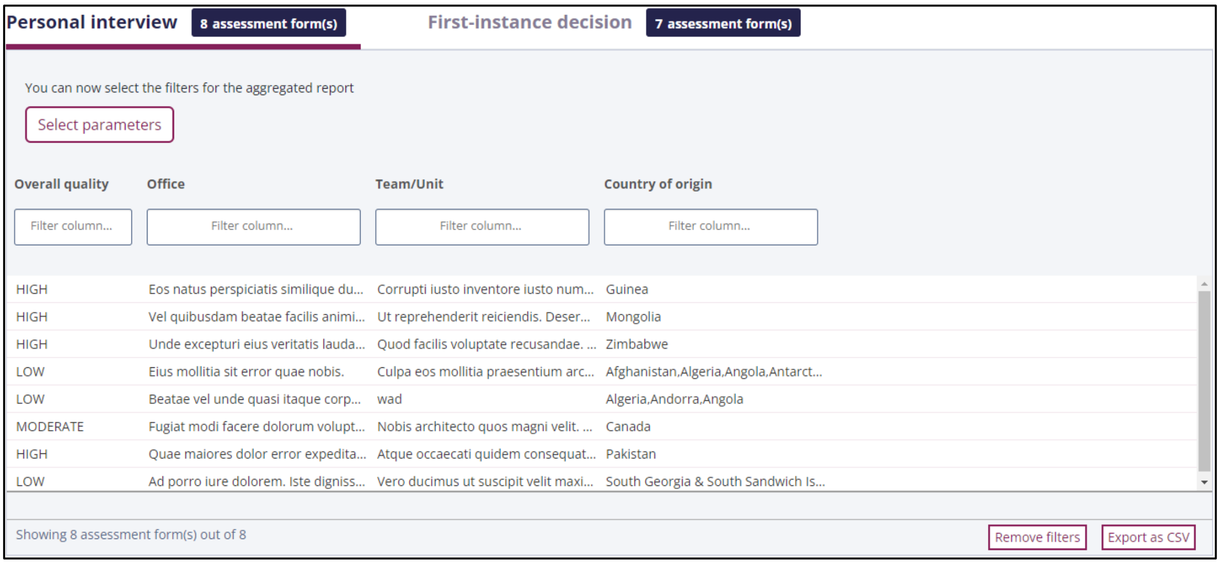


Figure 43 - Report Table

Clicking on the tabs at the top will allow you to review the data from personal interviews and first-instance decisions separately.

4.1.3 Columns, Filtering & Sorting

Clicking on the 'Select parameters' button will allow you to select and deselect columns to show in the table view. This will then be reflected in the graphs and charts and when exporting as a CSV.

Figure 44 - Reports Table - Select Parameters Button

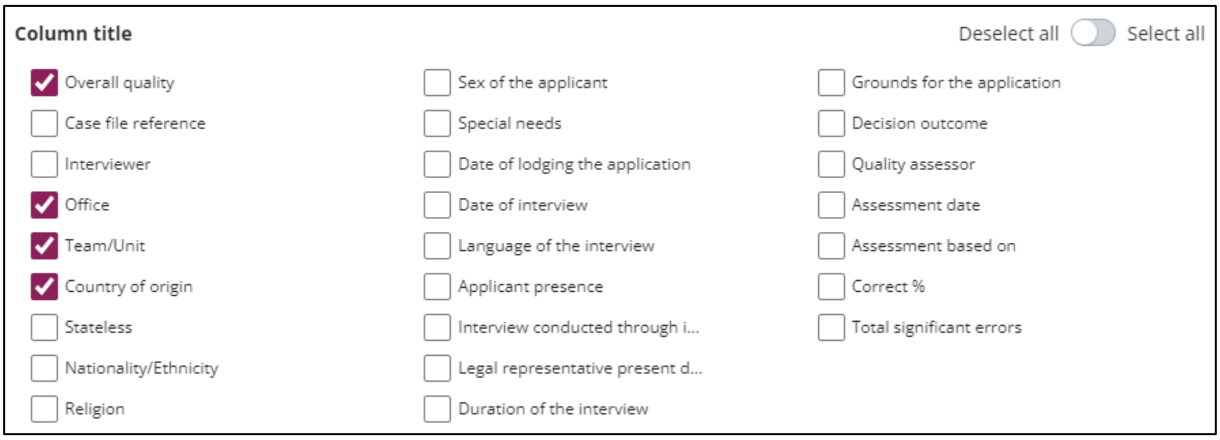


Figure 45 - Select Parameters Selection

The table can also be sorted by clicking on the various column headings. Additionally, they can also be filtered by clicking into the field below the column heading and selecting a value.

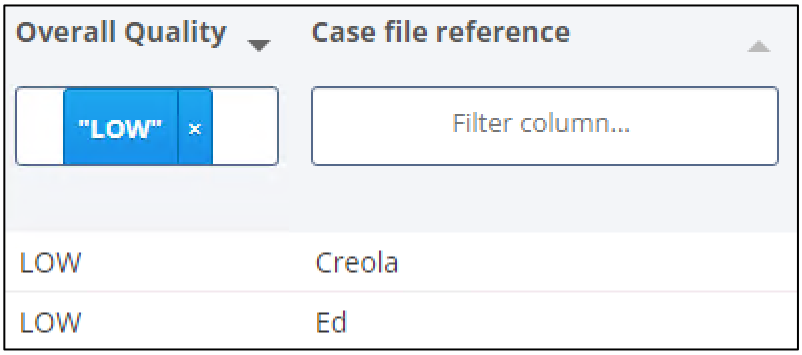


Figure 46 - Table Sorting and Filtering

Filters can individually be removed by clicking on the cross beside it. Alternatively, clicking on ‘Remove filters’ at the bottom right-hand corner of the table will clear all the filters and sorting from the table.

Figure 47 - Remove Filters Button

Clicking on the ‘Export as CSV’ button will generate a Microsoft Excel file to download with the details in the table, respecting the applied sorting and filtering.

Figure 48 - Export as CSV Button

4.1.4 Report Graphs & Charts

The section below the report table shows various graphs and charts based on the assessment data that has been uploaded and the filtering options that have been applied in the report table.

4.1.4.1 Overall Quality of Cases

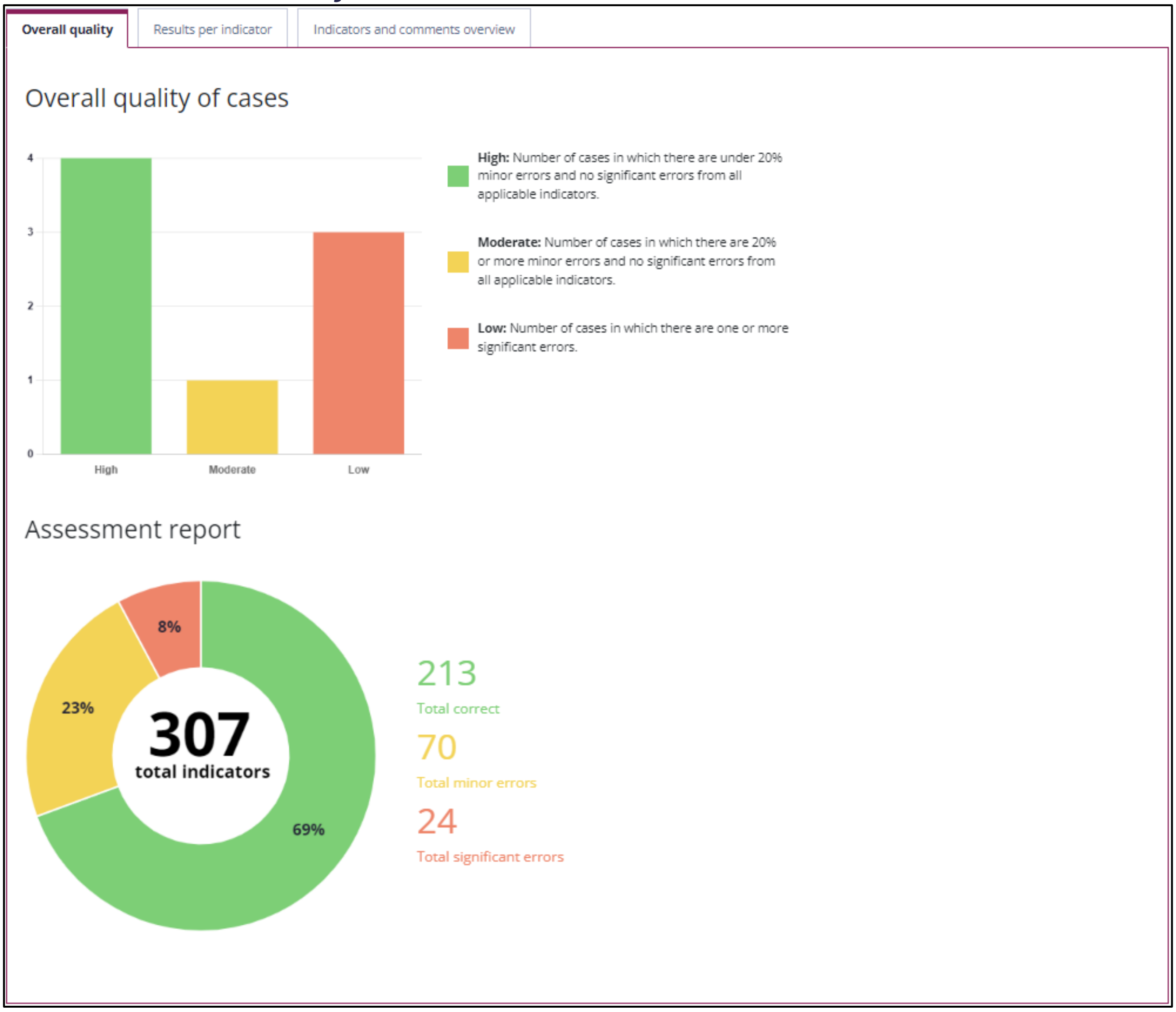


Figure 49 - Overall Quality of Cases Graph

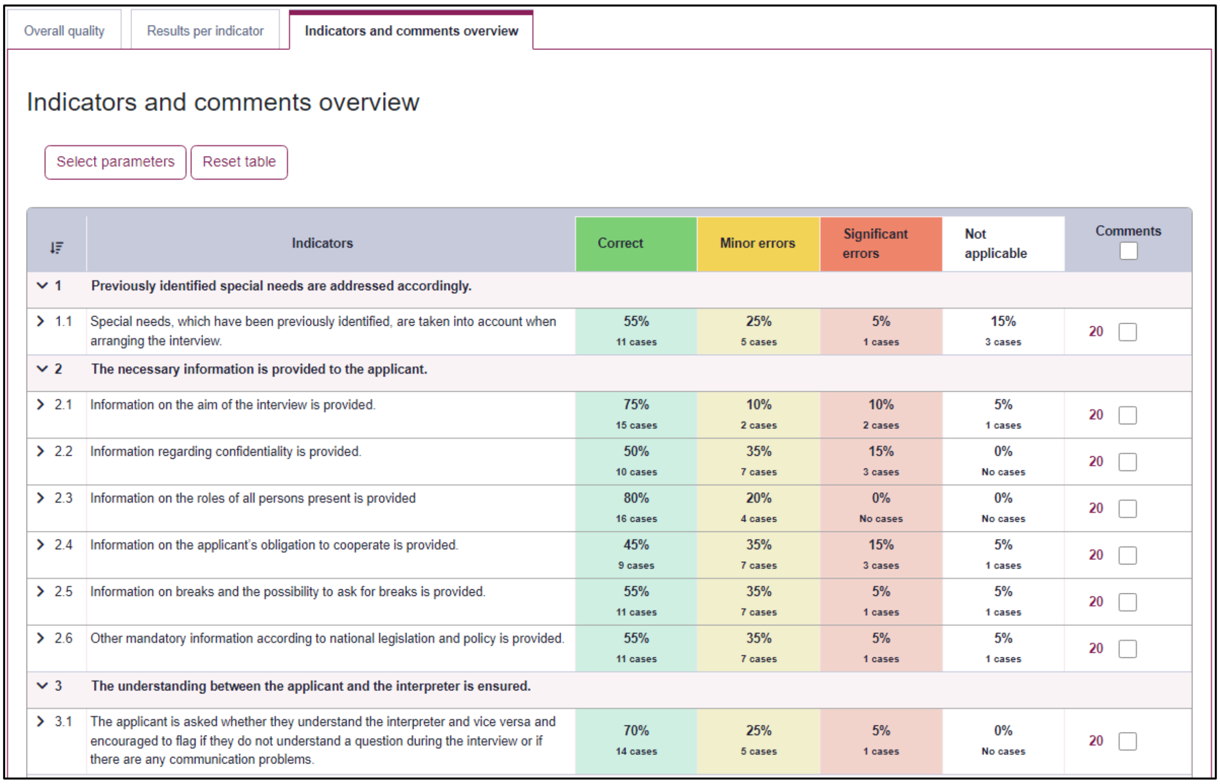
When filtering in the table by the 'Overall quality' column, these graphs are dynamically updated.

4.1.4.2 Results Per Indicator

Figure 50 - Results Per Indicator Chart

Clicking on the buttons below the 'Show/Hide parameters' heading will update the chart based on the selections.

4.1.4.3 Indicators and Comments Overview



Overall quality | Results per indicator | Indicators and comments overview

Indicators and comments overview

Select parameters | Reset table

	Indicators	Correct	Minor errors	Significant errors	Not applicable	Comments
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.	55% 11 cases	25% 5 cases	5% 1 cases	15% 3 cases	20
2	**The necessary information is provided to the applicant.**					
2.1	Information on the aim of the interview is provided.	75% 15 cases	10% 2 cases	10% 2 cases	5% 1 cases	20
2.2	Information regarding confidentiality is provided.	50% 10 cases	35% 7 cases	15% 3 cases	0% No cases	20
2.3	Information on the roles of all persons present is provided	80% 16 cases	20% 4 cases	0% No cases	0% No cases	20
2.4	Information on the applicant's obligation to cooperate is provided.	45% 9 cases	35% 7 cases	15% 3 cases	5% 1 cases	20
2.5	Information on breaks and the possibility to ask for breaks is provided.	55% 11 cases	35% 7 cases	5% 1 cases	5% 1 cases	20
2.6	Other mandatory information according to national legislation and policy is provided.	55% 11 cases	35% 7 cases	5% 1 cases	5% 1 cases	20
3	**The understanding between the applicant and the interpreter is ensured.**					
3.1	The applicant is asked whether they understand the interpreter and vice versa and encouraged to flag if they do not understand a question during the interview or if there are any communication problems.	70% 14 cases	25% 5 cases	5% 1 cases	0% No cases	20

Figure 51 - Indicators and Comments Overview

Clicking on 'Select parameters' allows you to select which columns in the table are visible. These selections will also be filtered in the generated PDF.

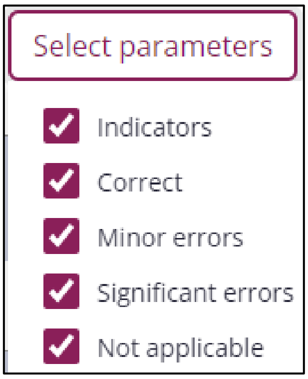


Figure 52 - Indicators and Comments Select Parameters

Expanding the indicators by clicking on the right chevron > will reveal the comments associated with them. You can then select the individual comment checkbox to include it in the report. Clicking on the checkbox on an indicator itself will select/deselect all the comments present in that indicator. Similarly, clicking on the checkbox in the table header will select/deselect all the comments in the entire table.

NOTE: Selecting all comments in the heading can be an intensive operation and may take a while to complete, therefore only click once and wait for the loading animation to finish.

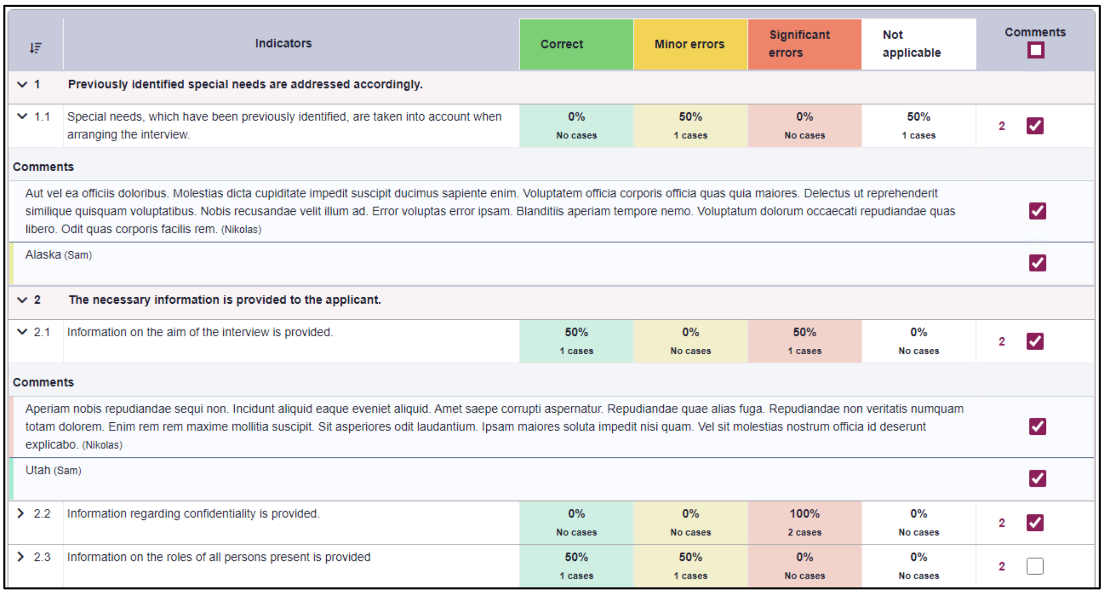


Figure 53 - Selecting/Deselecting Comments

Clicking on the 'Reset table' button at the top of the table will deselect all selected comments and expand the indicators. Please note also if changing the filtering options in the table, all selected comments will also be reset.

Figure 54 - Reset Table Button

4.1.4.4 Conclusions/Follow-up

The text box at the bottom of the page is for adding conclusions and follow up actions to the report. The text entered here will be visible in the PDF when a report is created.

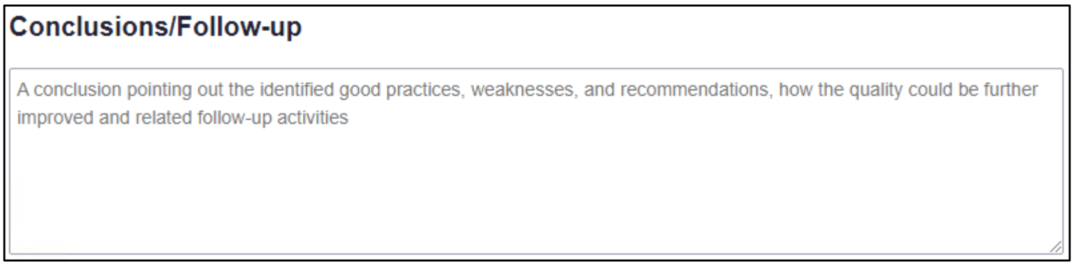


Figure 55 - Conclusions and Follow-up text box

4.1.5 Create a Report

Click the ‘Create a Report’ button in the top-right corner of the page.

Figure 56 - Create a Report Button

This will print the report and you can choose to save as a PDF or send it to a local printer for a physical copy. The PDF file names will be in the following format.

- interview_substance_aggregated_report_DDMMYY.
- decision_admissibility_aggregated_report_DDMMYY.

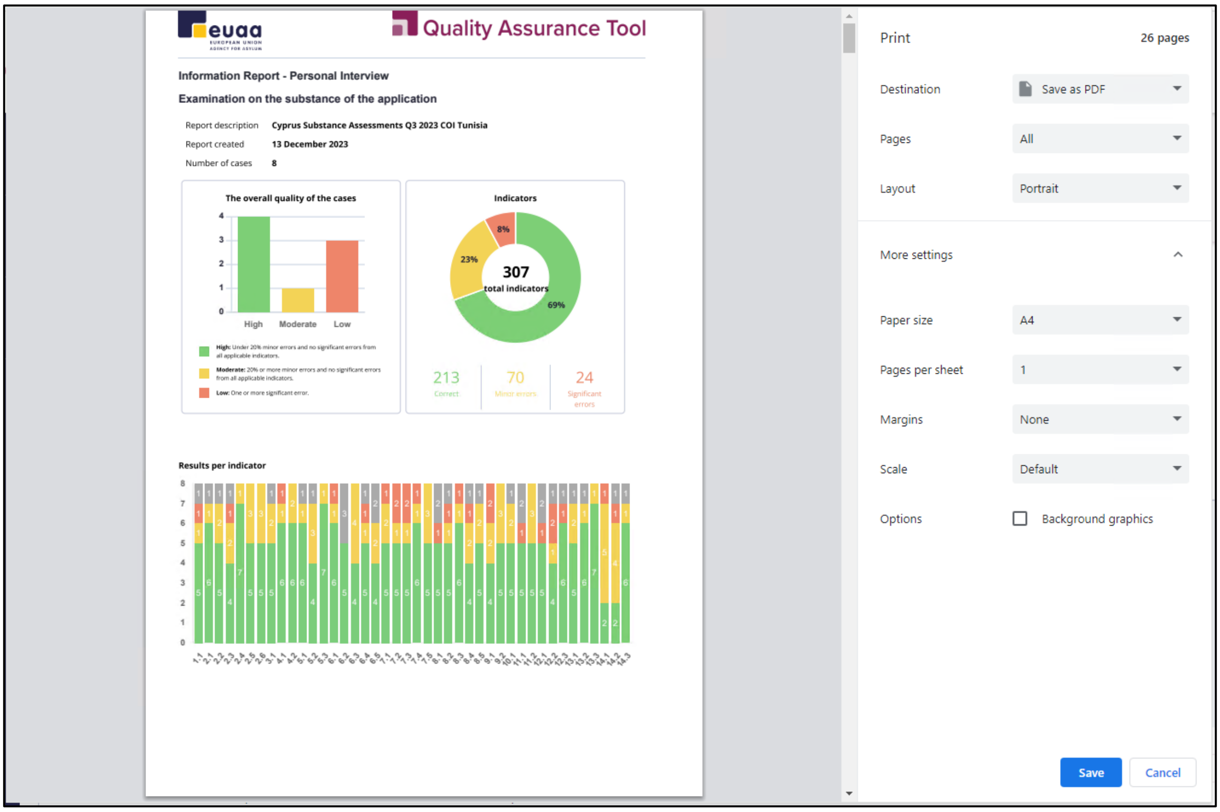


Figure 57 - Create an Aggregated Report - Save as PDF

NOTE: When printing the report, please set the 'Margins' option to 'None' to ensure all comments are included.

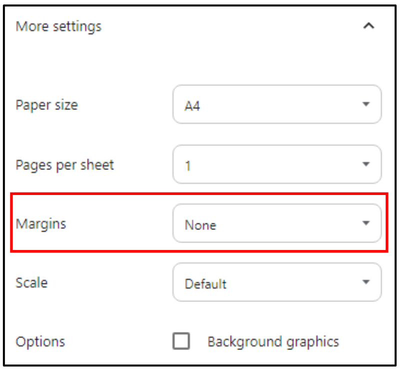


Figure 58 - Print Margin Settings

4.2 Comparative Aggregated Reports

On the homepage, click on the 'Comparative aggregated report' button under the relevant assessment type (Substance or Admissibility).

Figure 59 - Comparative Aggregated Report Button

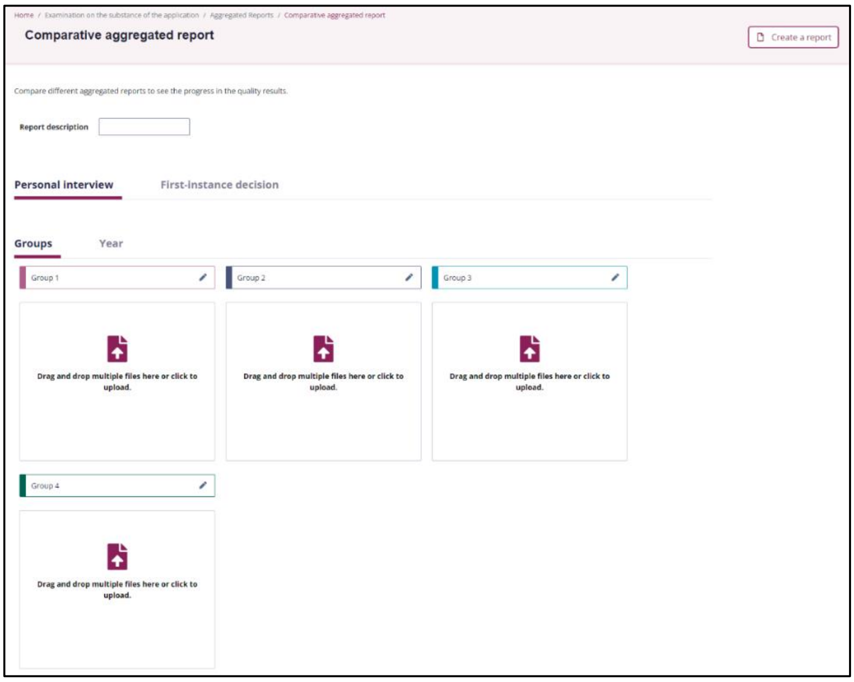


Figure 60 - Comparative Aggregated Report Page

Using the tabs at the top you can choose to generate reports for personal interviews or first-instance decisions.

4.2.1 Groups

Under the ‘Groups’ tab you can compare up to 4 different sets of assessments.

4.2.1.1 Uploading Files

Either drag and drop assessments from your file system or click on the grouping to upload multiple files.

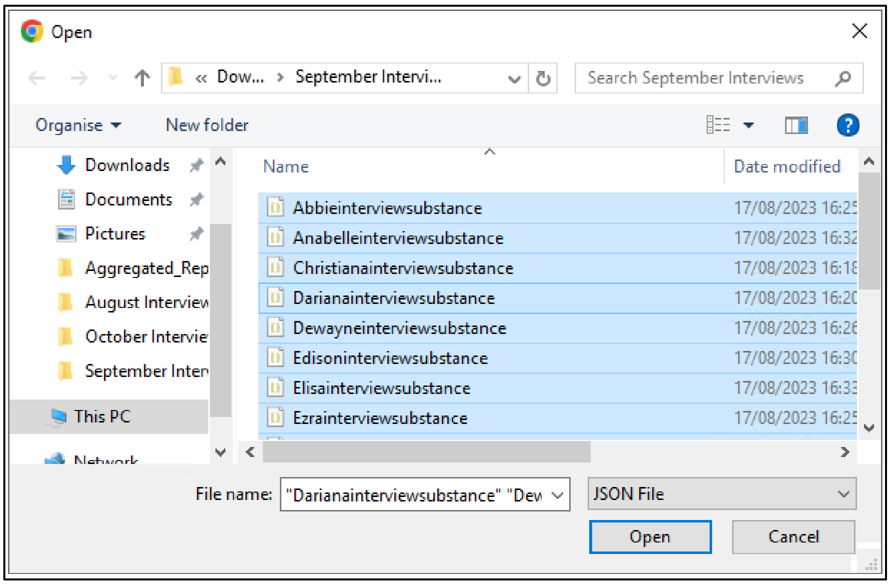


Figure 61 - Comparative Aggregated Reports Groups – Upload

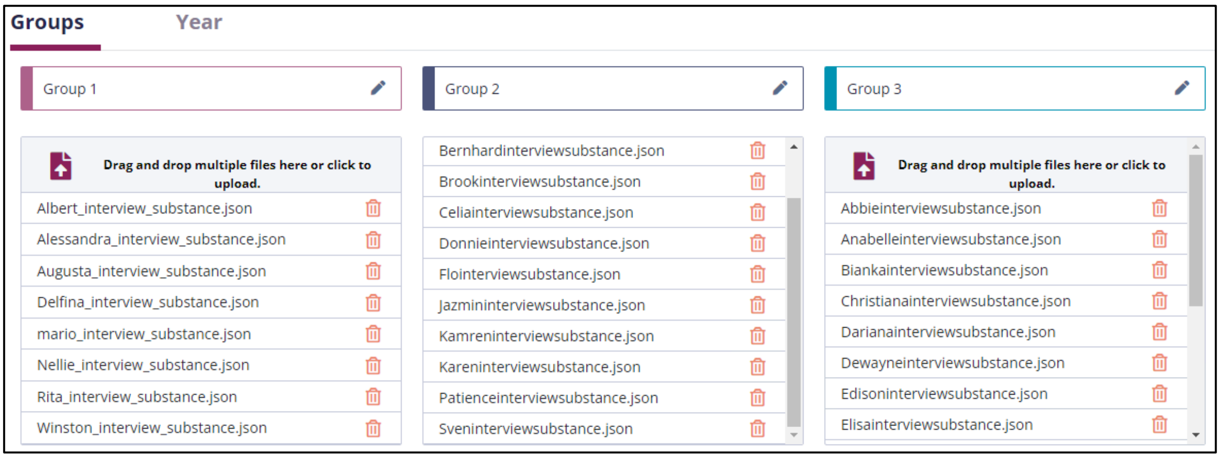


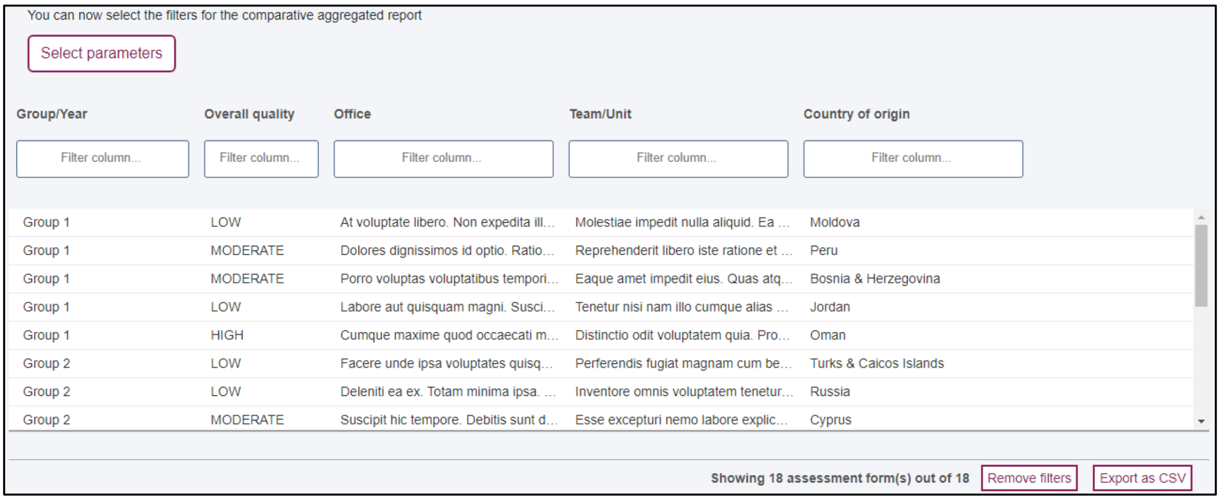
Figure 62 - Comparative Aggregated Report - Uploaded to Multiple Groups

NOTE: The group names, e.g., ‘Group 1’ can be renamed by clicking in the heading or on the pencil icon. Additionally, individual assessments can be removed from the groupings by clicking on . To delete an entire group of assessments refresh the page to start again.

The data will then be loaded and the table underneath the groupings will be populated. Beneath that the results will be generated under the heading ‘Results of the comparison’, scroll down to view it.

4.2.1.2 Report Table

The table view will then be populated with the data from the assessment groups.



Group/Year	Overall quality	Office	Team/Unit	Country of origin
Group 1	LOW	At voluptate libero. Non expedita ill...	Molestiae impedit nulla aliquid. Ea ...	Moldova
Group 1	MODERATE	Dolores dignissimos id optio. Ratio...	Reprehenderit libero iste ratione et ...	Peru
Group 1	MODERATE	Porro voluptas voluptatibus tempori...	Eaque amet impedit eius. Quas atq...	Bosnia & Herzegovina
Group 1	LOW	Labore aut quisquam magni. Susci...	Tenetur nisi nam illo cumque alias ...	Jordan
Group 1	HIGH	Cumque maxime quod occaecati m...	Distinctio odit voluptatem quia. Pro...	Oman
Group 2	LOW	Facere unde ipsa voluptates quisq...	Perferendis fugiat magnam cum be...	Turks & Caicos Islands
Group 2	LOW	Deleniti ea ex. Totam minima ipsa. ...	Inventore omnis voluptatem tenetur...	Russia
Group 2	MODERATE	Suscipit hic tempore. Debitis sunt d...	Esse excepturi nemo labore explic...	Cyprus

Figure 63 - Report Table

Clicking on the tabs at the top will allow you to review the data from personal interviews and first-instance decisions.

4.2.1.3 Columns, Filtering & Sorting

Clicking on the 'Select parameters' button will allow you to select and deselect columns to show in the table view. This will then be reflected in the graphs and charts and when exporting as CSV.

Figure 64 - Reports Table - Select Parameters Button

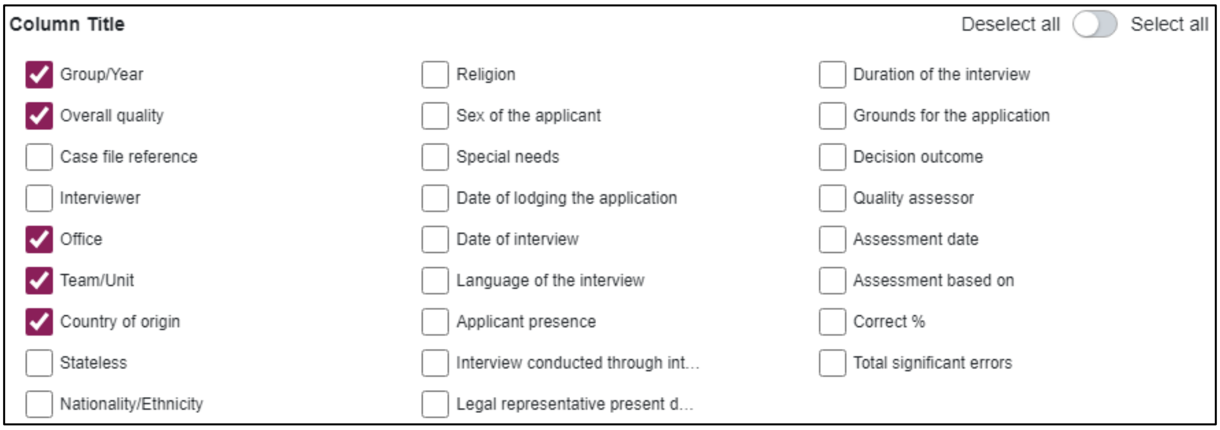


Figure 65 - Select Parameters Selection

The table can also be sorted by clicking on the various column headings. Additionally, they can also be filtered by clicking into the field below the column heading and selecting a value. This filtering and sorting will be reflected in the 'Overall quality of cases' graph below.

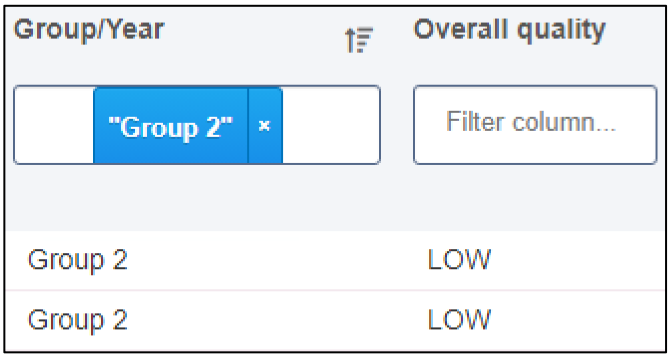


Figure 66 - Table Sorting and Filtering

Filters can individually be removed by clicking on the cross beside it. Alternatively, clicking on 'Remove filters' at the bottom right-hand corner of the table will clear all the filters and sorting from the table.

Figure 67 - Remove Filters Button

Additionally, clicking on the 'Export as CSV' button will generate a Microsoft Excel file with the detail in the table, respecting the applied sorting and filtering.

Figure 68 - Export as CSV Button

4.2.1.4 Overall Quality of the Cases

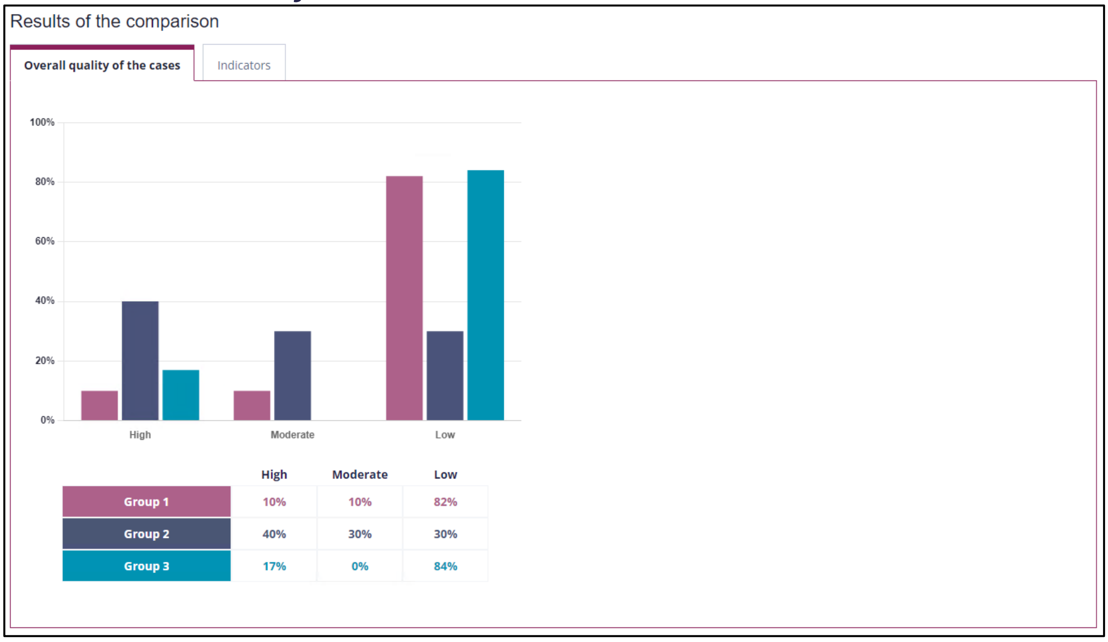


Figure 69 - Overall Quality of the Cases Groups Chart

This chart is interactive, clicking on the groups in the legend underneath the bar chart will allow you to show/hide the dataset from the bar chart.

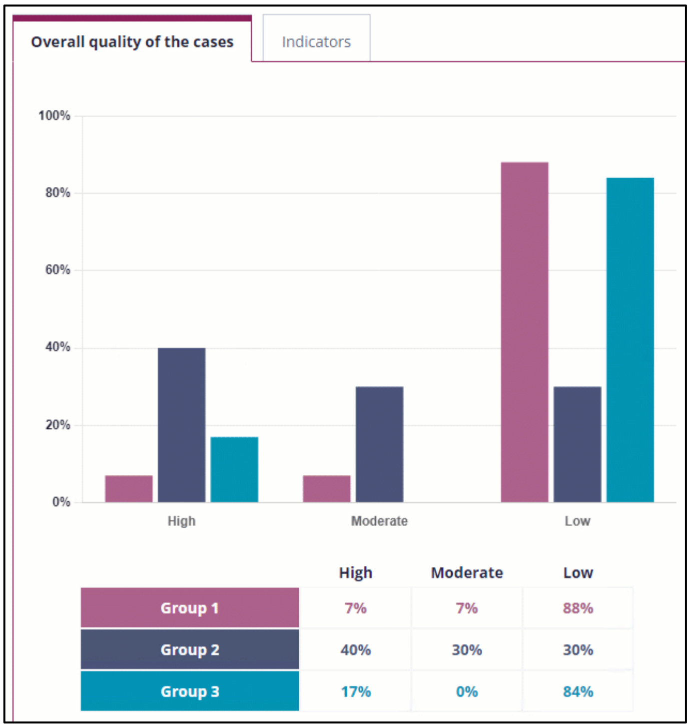


Figure 70 - Interactive Overall Quality of the Cases Groups Chart

4.2.1.5 Indicators

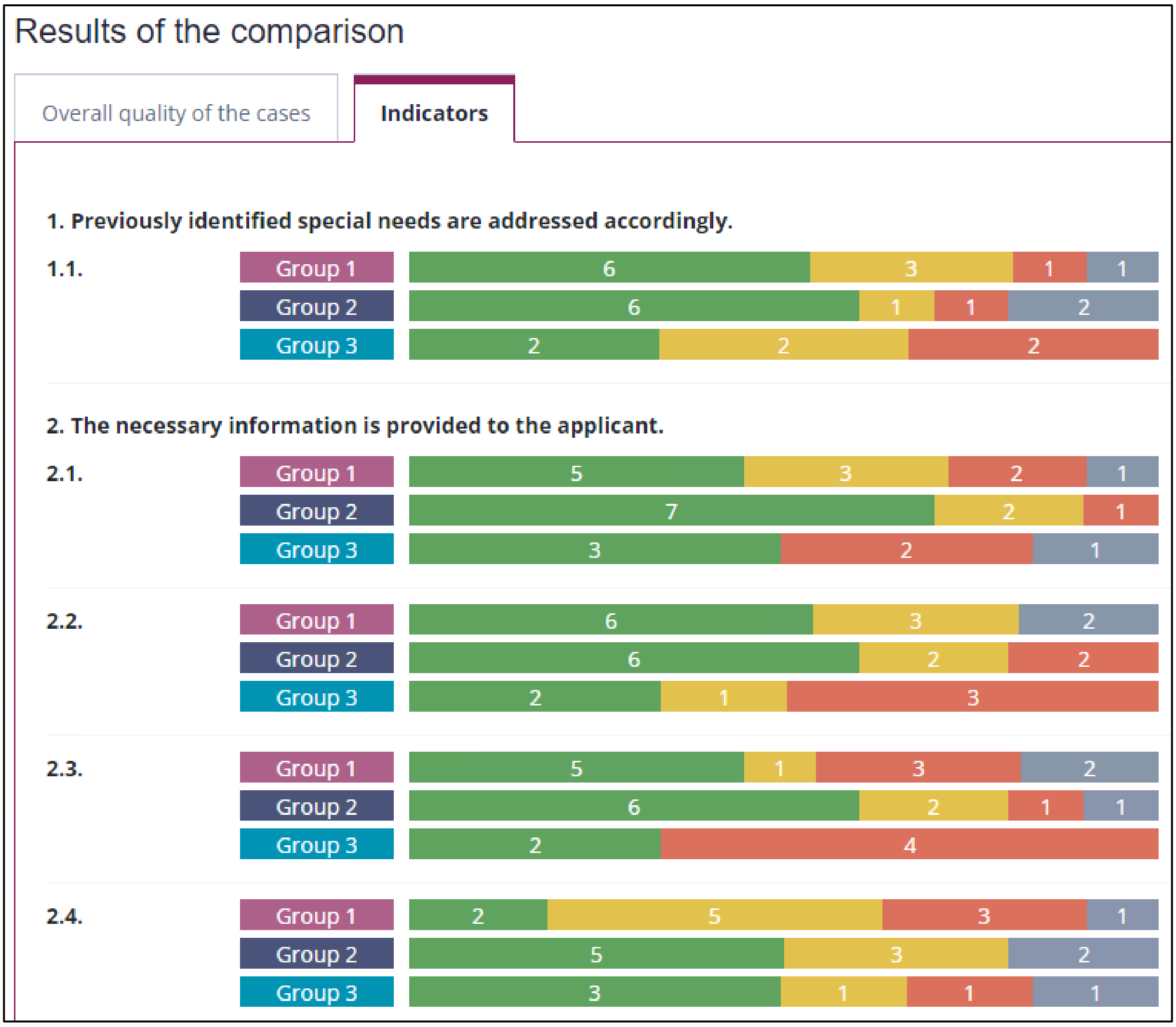


Figure 71 - Groups Indicators Bar Chart

4.2.2 Year

Under the 'Year' tab you can compare several individual assessments grouped by the year in which they were performed. For Personal interviews they will be grouped by the 'Date of the interview' and for First-instance decisions, they will be grouped by the 'Date of the decision'.

4.2.2.1 Uploading Files

Either drag and drop assessments from your file system or click on the section to upload multiple files.

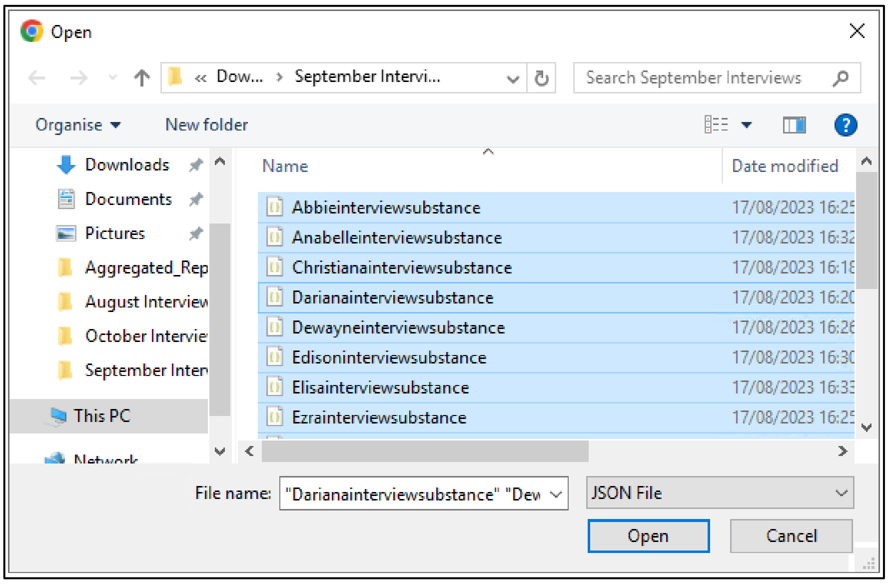


Figure 72 - Comparative Aggregated Reports Year - Upload

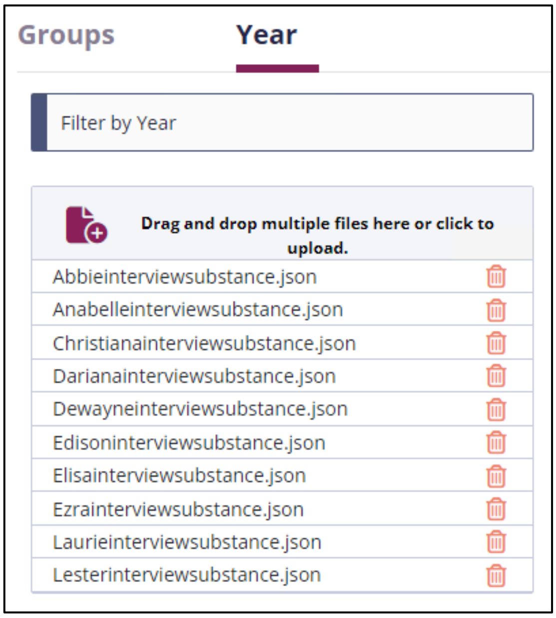


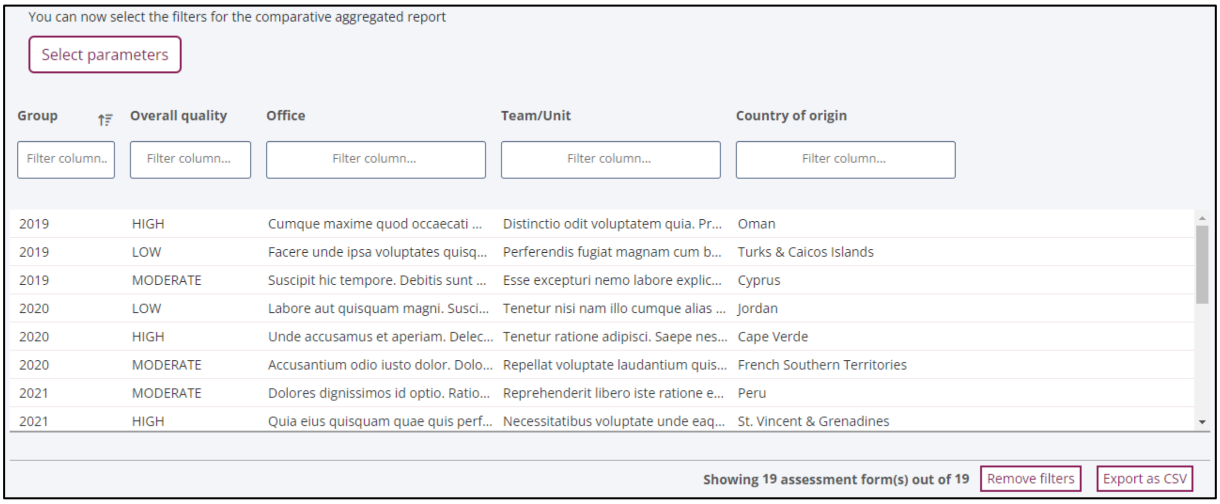
Figure 73 - Comparative Aggregated Report - Uploaded to Year

Individual assessments can be removed from the grouping by clicking on . To delete an entire group of assessments refresh the page to start again.

The results will be loaded and the table underneath the groupings will be populated, beneath that the results will be generated under the heading ‘Results of the comparison’, scroll down to view it.

4.2.2.2 Report Table

The table view will then be populated with the data from the assessment groups.


You can now select the filters for the comparative aggregated report

Select parameters

Group	Overall quality	Office	Team/Unit	Country of origin
Filter column...	Filter column...	Filter column...	Filter column...	Filter column...
2019	HIGH	Cumque maxime quod occaecati ...	Distinctio odit voluptatem quia. Pr...	Oman
2019	LOW	Facere unde ipsa voluptates quisq...	Perferendis fugiat magnam cum b...	Turks & Caicos Islands
2019	MODERATE	Suscipit hic tempore. Debitis sunt ...	Esse excepturi nemo labore explic...	Cyprus
2020	LOW	Labore aut quisquam magni. Susci...	Tenetur nisi nam illo cumque alias ...	Jordan
2020	HIGH	Unde accusamus et aperiam. Delec...	Tenetur ratione adipisci. Saepe nes...	Cape Verde
2020	MODERATE	Accusantium odio iusto dolor. Dolo...	Repellat voluptate laudantium quis...	French Southern Territories
2021	MODERATE	Dolores dignissimos id optio. Ratio...	Reprehenderit libero iste ratione e...	Peru
2021	HIGH	Quia eius quisquam quae quis perf...	Necessitatibus voluptate unde eaq...	St. Vincent & Grenadines

Showing 19 assessment form(s) out of 19 Remove filters Export as CSV

Figure 74 - Report Table

Clicking on the tabs at the top will allow you to review the data from personal interviews and first-instance decisions.

4.2.2.3 Columns, Filtering & Sorting

Clicking on the ‘Select parameters’ button will allow you to select and deselect columns to show in the table view. This will then be reflected in the graphs and charts and when exporting as a CSV.

Figure 75 - Reports Table - Select Parameters Button

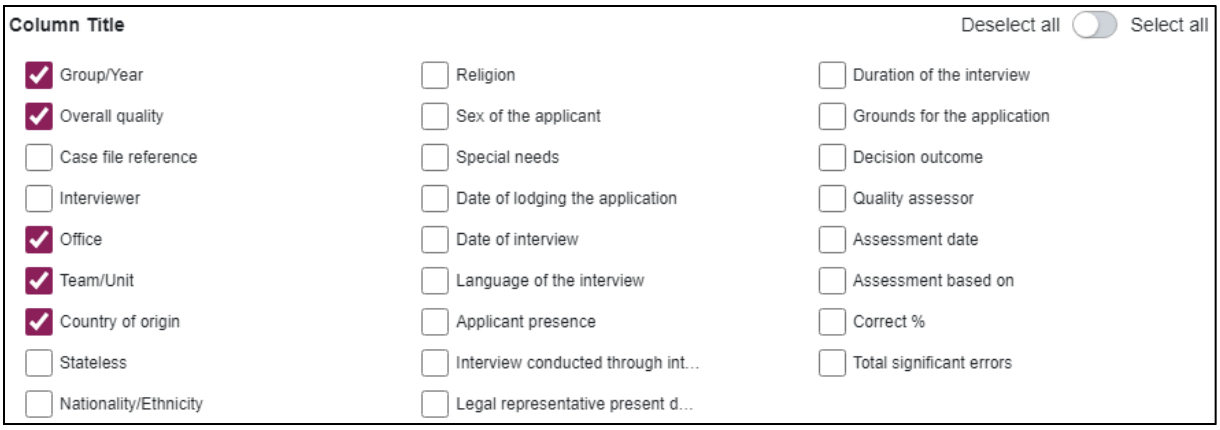


Figure 76 - Select Parameters Selection

The table can also be sorted by clicking on the various column headings. Additionally, they can also be filtered by clicking into the field below the column heading and selecting a value. This filtering and sorting will be reflected in the 'Overall quality of cases' graph below.

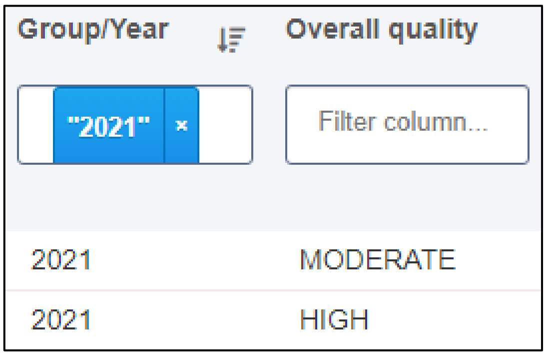


Figure 77 - Table Sorting and Filtering

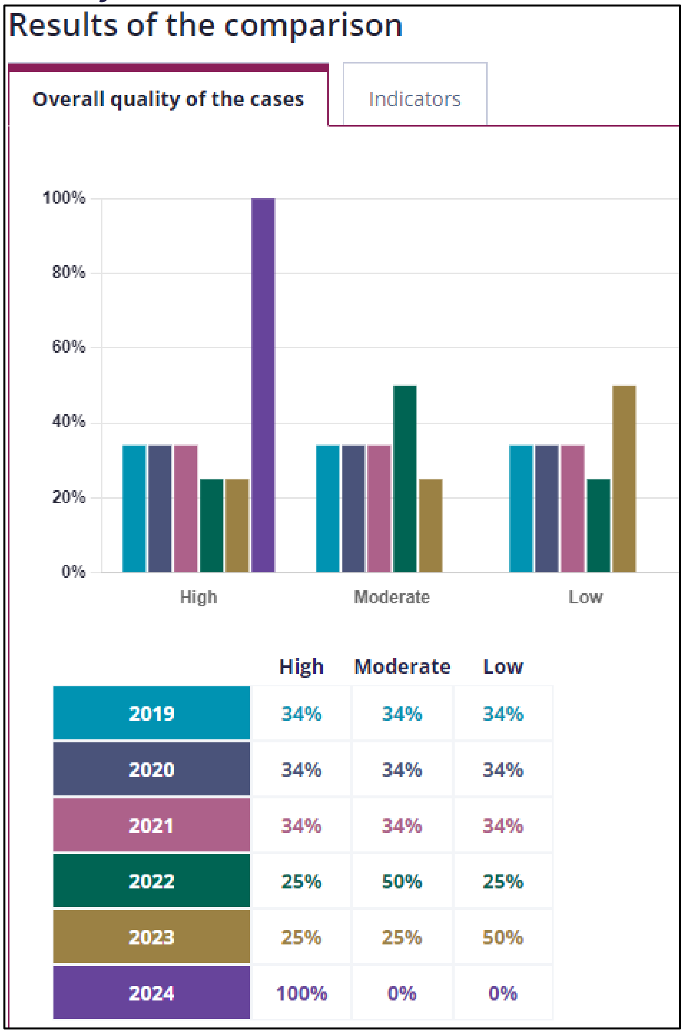
Filters can individually be removed by clicking on the cross beside it. Alternatively, clicking on 'Remove filters' at the bottom right-hand corner of the table will clear all the filters and sorting from the table.

Figure 78 - Remove Filters Button

Additionally, clicking on the 'Export as CSV' button will generate a Microsoft Excel file with the detail in the table, respecting the applied sorting and filtering.

Figure 79 - Export as CSV Button

4.2.2.4 Overall Quality of the Cases



	High	Moderate	Low
2019	34%	34%	34%
2020	34%	34%	34%
2021	34%	34%	34%
2022	25%	50%	25%
2023	25%	25%	50%
2024	100%	0%	0%

Figure 80 - Overall Quality of the Cases Year Chart

This chart is interactive, clicking on the groups in the legend underneath the bar chart will allow you to show/hide the dataset from the bar chart. For the years in the chart to be in chronological order, the table above will need to be sorted by clicking on the 'Year' heading to be in ascending order.

4.2.2.5 Indicators

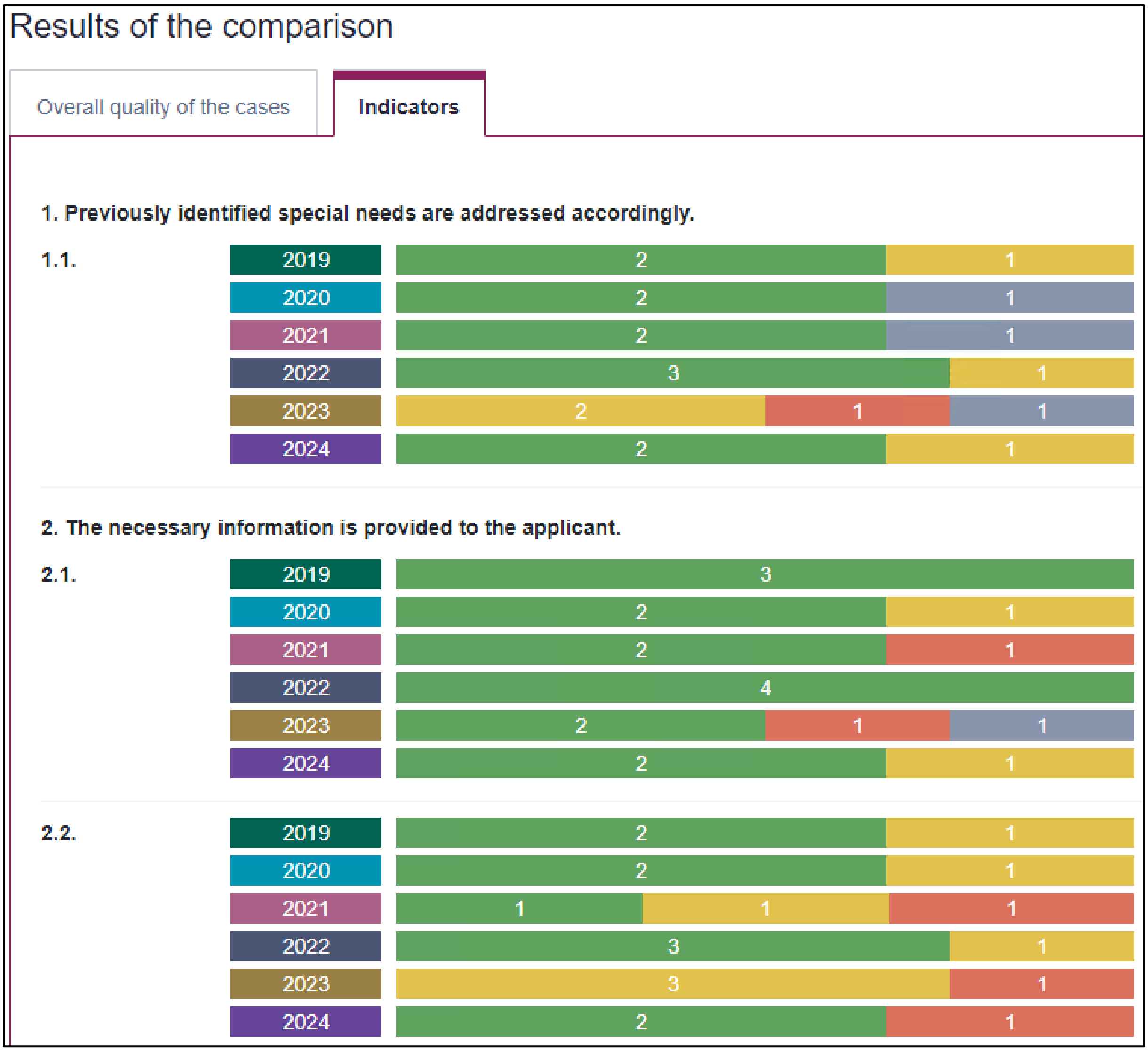


Figure 81 - Year Indicators Bar Chart

4.2.3 Create a Report

Click the ‘Create a Report’ button in the top-right corner of the page.

Figure 82 - Create a Report Button

This will print the report and you can choose to save as a PDF or send it to a local printer for a physical copy. The PDF file names will be in the following format.

- interview_substance_comparative_report_DDMMYY.
- decision_admissibility_comparative_report_DDMMYY.

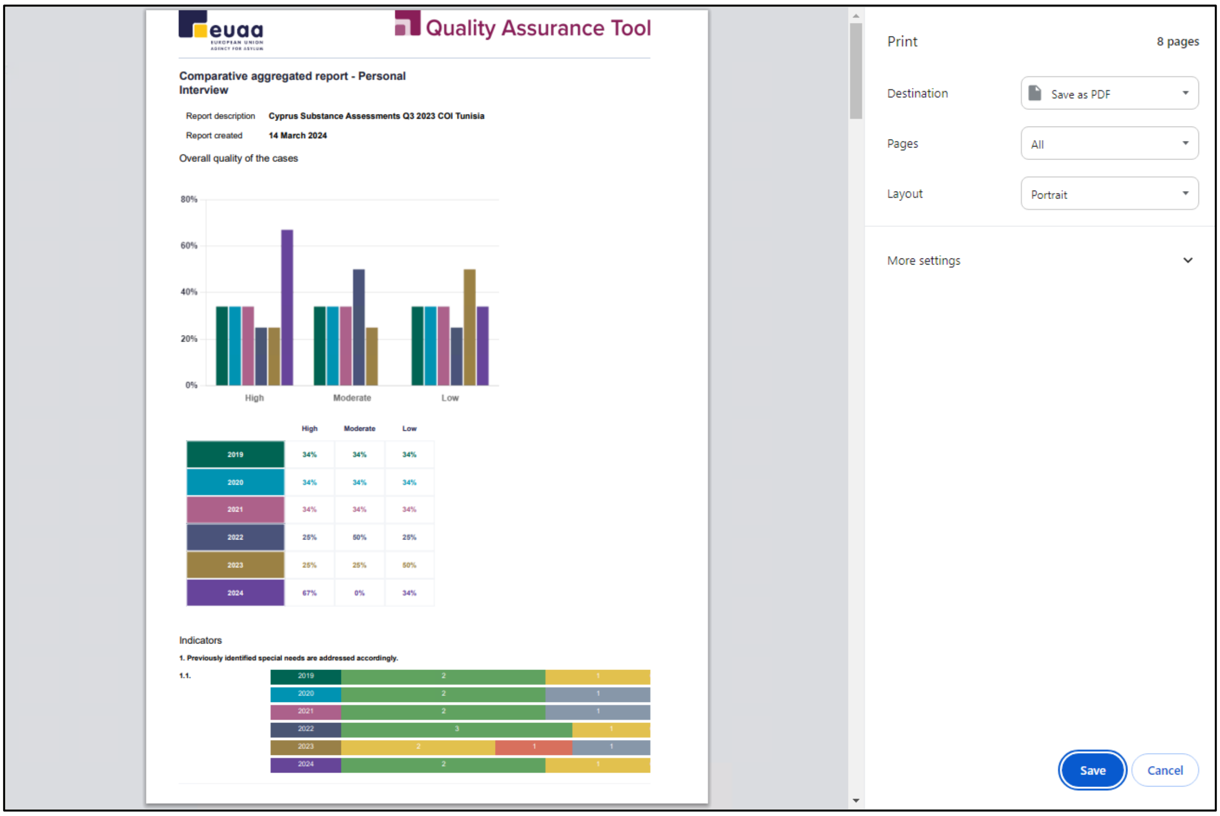


Figure 83 - Create a Comparative Aggregated Report - Save as PDF

NOTE: When printing the report, please set the ‘Margins’ option to ‘None’ to ensure all comments are included.

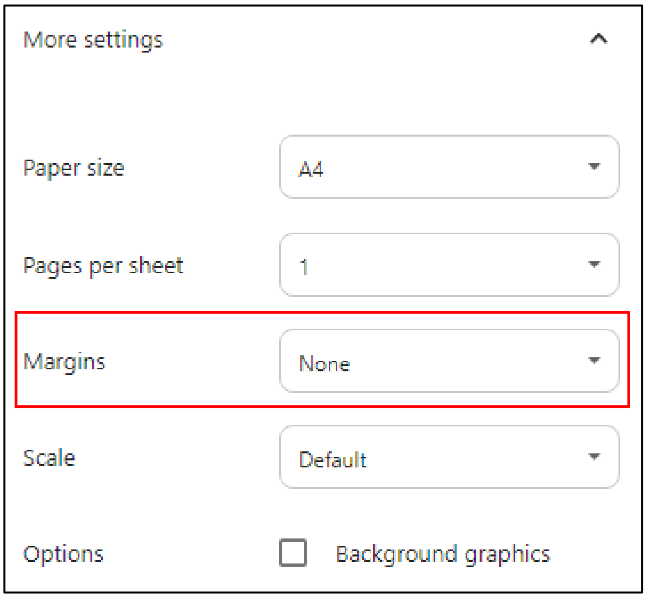


Figure 84 - Print Margin Settings

5 Help

5.1 User Manual

The user manual for the QAT tool can be found by expanding the 'Help' section and clicking on 'User manual' from the left-hand navigation pane. The PDF will automatically open in a new browser tab.

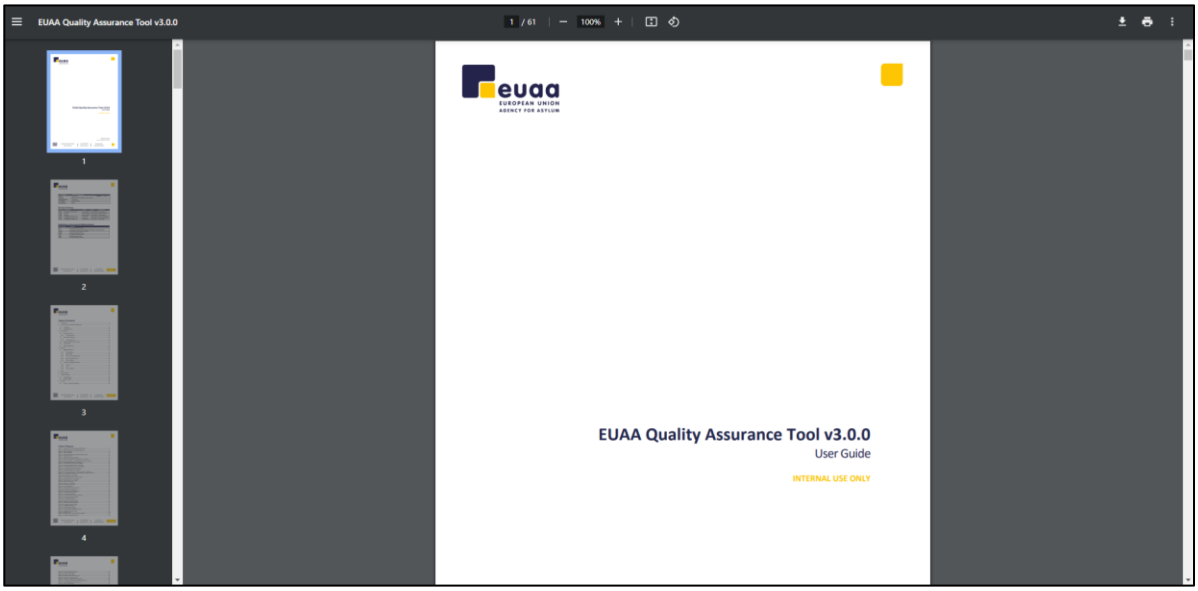


Figure 85 - User Manual

TIP: Increase the zoom level to see the images in higher definition.

5.2 Practical Guidance

The practical guide for the QAT tool can be found by expanding the 'Help' section and clicking on 'Practical guide' from the left-hand navigation pane. The PDF will automatically open in a new browser tab.

This document provides guidance and information about the assessment methodology, and it is recommended reading for all quality assessors looking to use this tool.

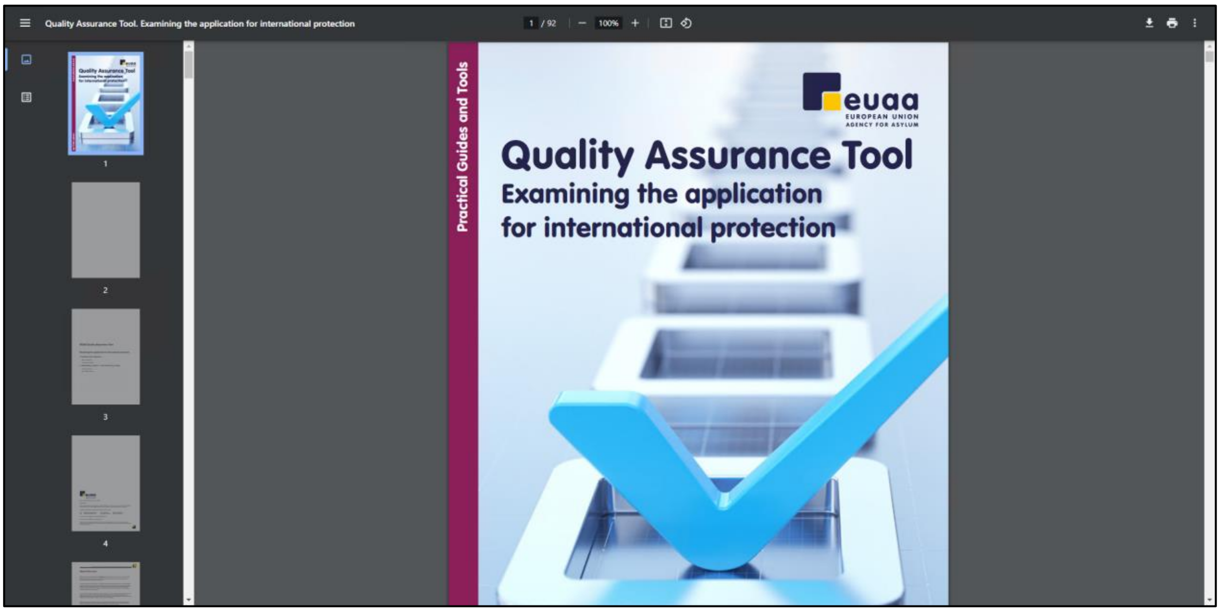


Figure 86 - Quality Assurance Tool - Practical Guidance

TIP: Increase the zoom level to see the images in higher definition.

6 File Conversion

To use older assessment files that were created with the previous version of the QAT (v2.1.0), they must first be converted to be compatible with the new tool. This can be done from the conversion page; the link can be found at the bottom of the navigation pane.

ATTENTION: Please use this functionality for the first time whilst connected to the internet. It can then be used when offline.

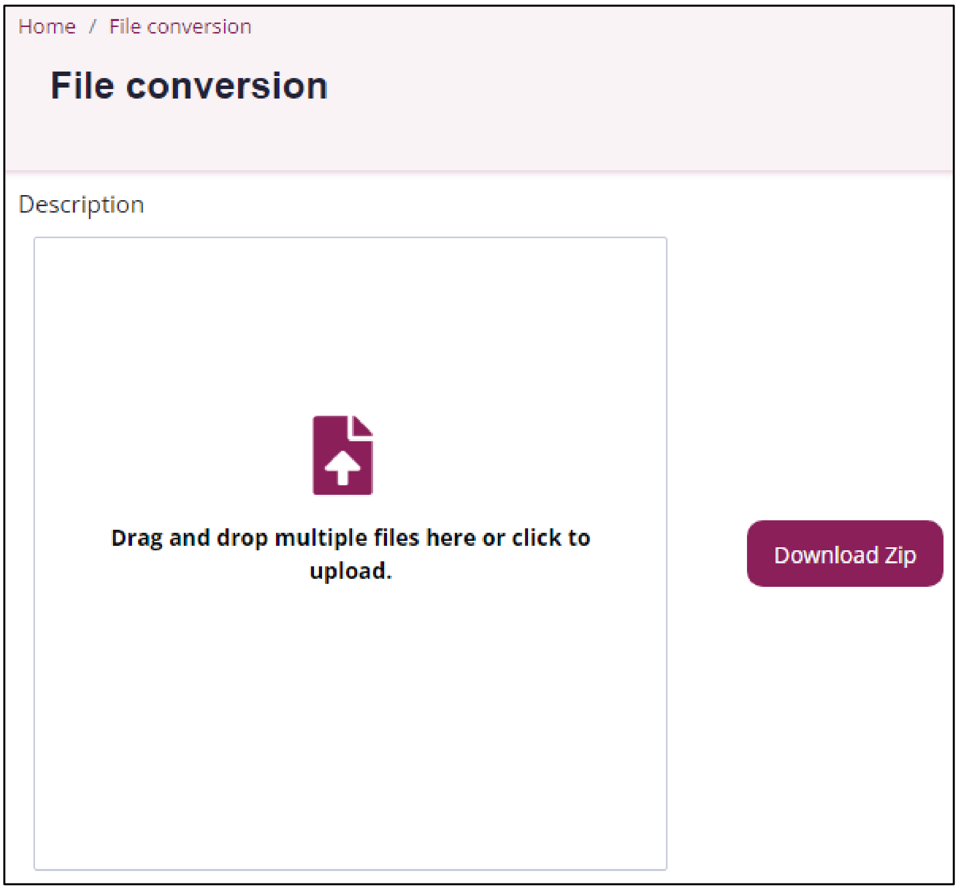


Figure 87 - File Conversion Page

Either drag and drop assessments from your file system or click into the drop zone to upload one or more files.

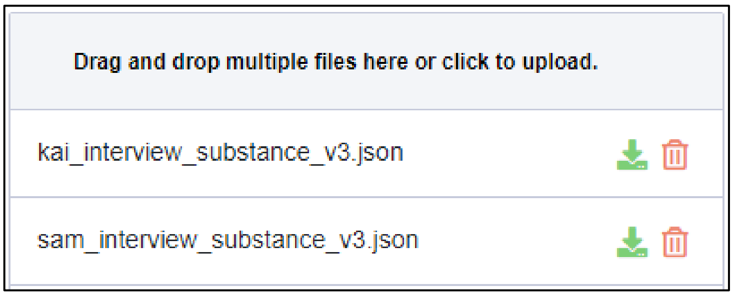


Figure 88 - Converted Files

The files will then automatically be converted and can be downloaded or deleted individually by clicking on the respective buttons. In addition, they can be downloaded in bulk as a zip file by clicking on the 'Download Zip' button.

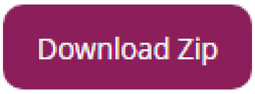


Figure 89 - Download Zip of Converted Files

NOTE: All converted files will have their filenames appended with '_v3' for distinction.

The forms used in version 3 of the QAT have been updated. Therefore, after conversion it is recommended to reopen these newly converted assessments in the tool to complete the missing information in the 'File information' section and throughout the assessment as some indicators have been merged, divided, or have had their numbers changed.

7 Browser Settings

If a specific file location is needed to be set to download assessments or reports e.g., an old report needs to be overwritten, or a certain cache of assessments should belong in a specific folder for easy report generation, the browser settings can be updated so every time a file is downloaded the user is prompted to specify the download location of the file.

7.1 Google Chrome

Click on the three dots menu in the top right of the browser window, then click on 'Settings'.

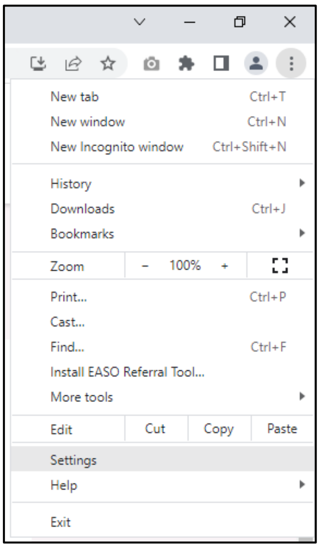


Figure 90 - Google Chrome Options Menu

In the new tab that opens, in the left-hand menu, click on 'Downloads'. Enable the setting labelled 'Ask where to save each file before downloading'.

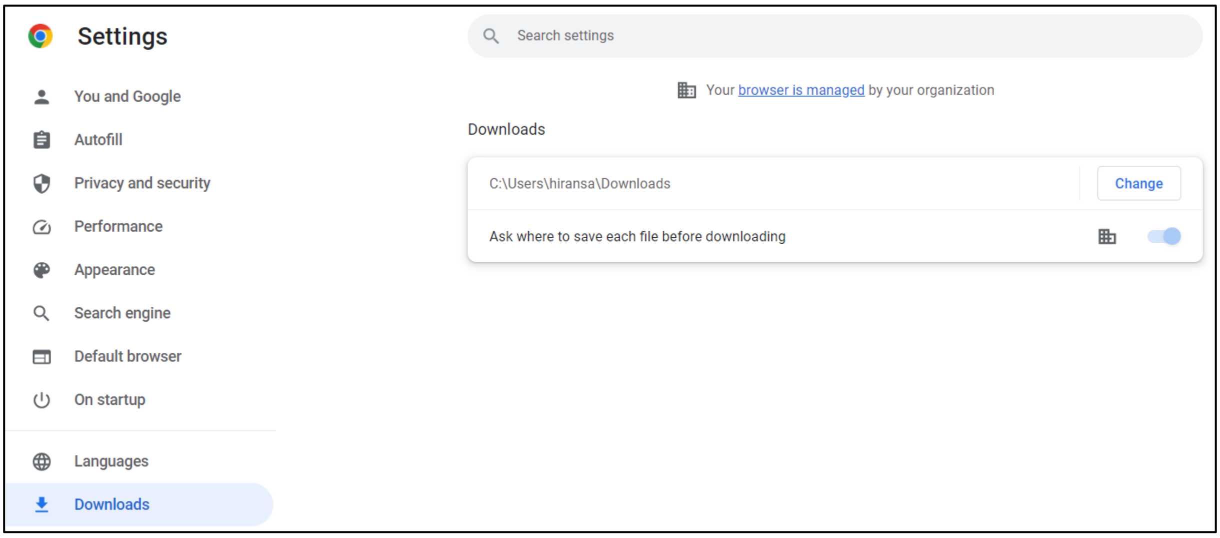


Figure 91 - Google Chrome Download Settings

7.2 Microsoft Edge

Click on the three dots menu in the top right of the browser window, then click on 'Settings'.

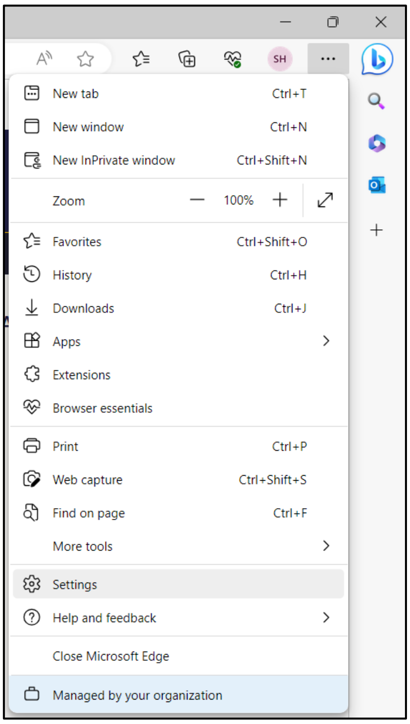


Figure 92 - Microsoft Edge Options Menu

In the new tab that opens, in the left-hand menu, click on 'Downloads', this will show the relevant setting. Enable the setting labelled 'Ask me what to do with each download'.

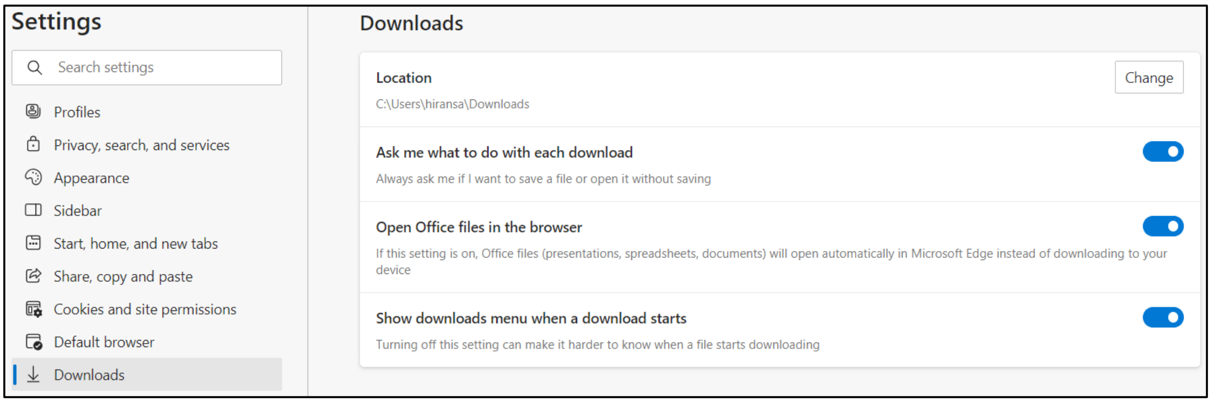


Figure 93 - Microsoft Edge Download Settings

8 Annexes

8.1 Annex 1 – Uninstalling the Application

8.1.1 Google Chrome

Within the application click on the three dots menu in the top right corner of the screen and then click on ‘Uninstall EUAA Quality Assurance Tool…’.

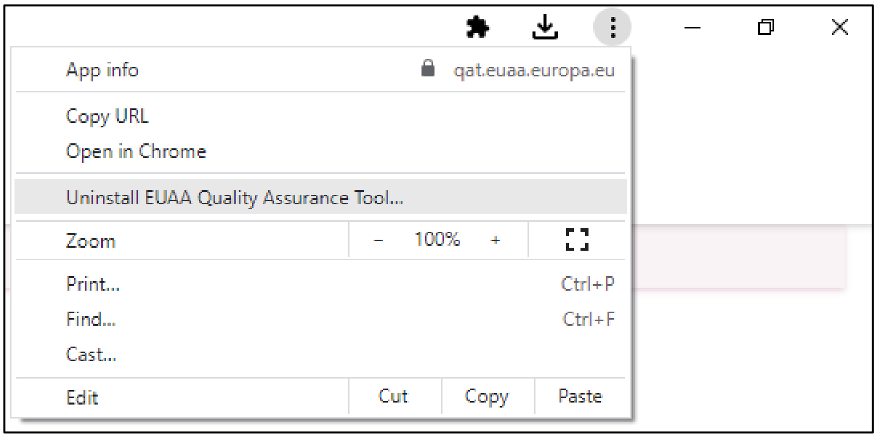


Figure 94 - Uninstall Application - Chrome

In the pop-up that follows, check the box to clear the cached data from Chrome. Click ‘Remove’ to confirm.

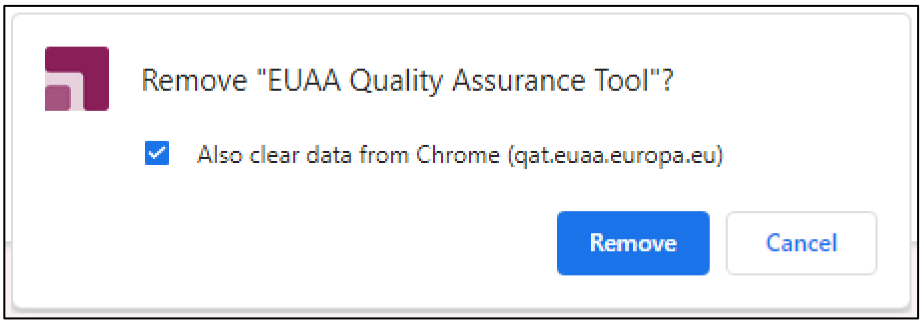


Figure 95 - Confirm Uninstallation - Chrome

The application will then successfully be removed from the device.

8.1.2 Microsoft Edge

Within the application click on the three dots menu in the top right corner of the screen and then click on ‘App settings’.

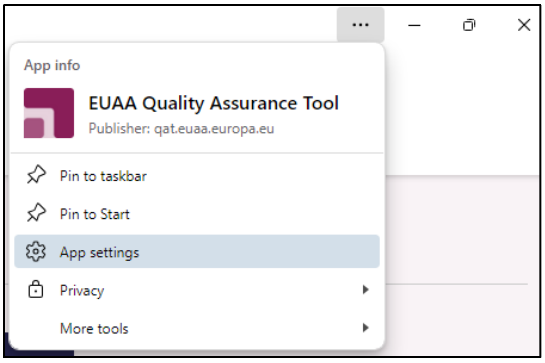


Figure 96 - Uninstall Application - Edge

In the new window that opens, click ‘Uninstall’ to confirm.

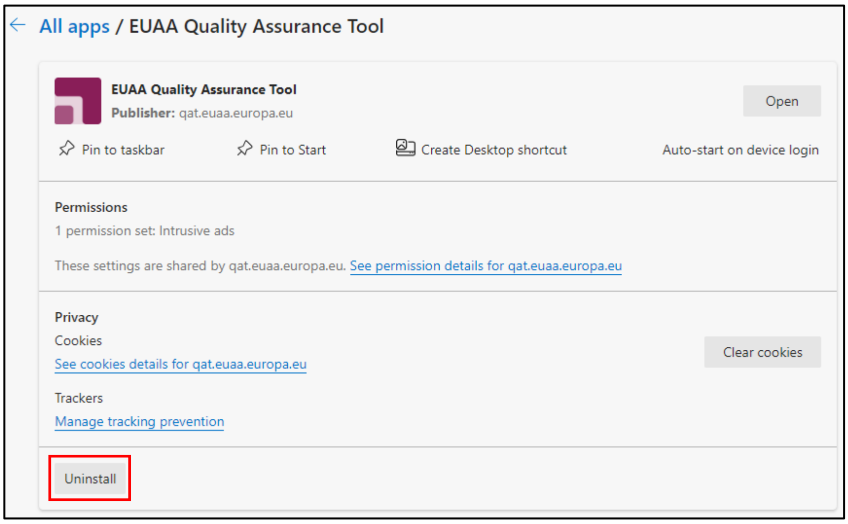


Figure 97 - App Settings - Edge

Check the box to clear the cached data from Edge. Click ‘Remove’ to confirm.

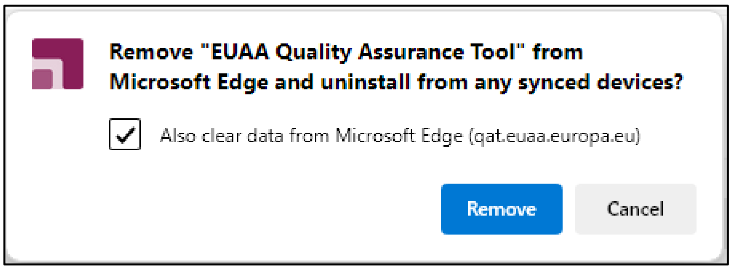


Figure 98 - Confirm Uninstallation - Edge

The application will then successfully be removed from the device.

8.2 Annex 1 – Device Compatibility

Browser	Support					Comments
	Windows	MacOS	Linux	Android	iOS & iPadOS	
Chromium-based	Yes	Yes	Yes	Yes	-	Includes Google Chrome, Microsoft Edge, Brave, Opera, Vivaldi, etc.
Firefox	No	No	No	Partial	No	

Table 1 - Device Compatibility

This was taken from Wikipedia on **10/05/2024**. Please visit the link for up-to-date information.