EUAA Quality Assurance Tool v3.0.0
User Manual

INTERNAL USE ONLY
Project Name: Quality Assurance Tool

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Revision History

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Definitions, Acronyms & Abbreviations

<table>
<thead>
<tr>
<th>Abbreviation</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>CSV</td>
<td>Comma-Separated Values</td>
</tr>
<tr>
<td>EU+</td>
<td>EU Member States including Norway, Switzerland, and Lichtenstein</td>
</tr>
<tr>
<td>EUAA</td>
<td>European Union Agency for Asylum</td>
</tr>
<tr>
<td>JSON</td>
<td>JavaScript Object Notation</td>
</tr>
<tr>
<td>PDF</td>
<td>Portable Document Format</td>
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<tr>
<td>QAT</td>
<td>Quality Assurance Tool</td>
</tr>
<tr>
<td>URL</td>
<td>Uniform Resource Locator</td>
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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. 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.

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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).

![Install Icon in Chrome Browser Address Bar](image)

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

![Install QAT pop-up on Desktop (Google Chrome)](image)

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

![QAT Homepage](image)

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

![Assessment Type](image)

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.

<table>
<thead>
<tr>
<th>Examination on the substance of the application</th>
<th>Admissibility procedure for Safe Third Countries</th>
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<tbody>
<tr>
<td><img src="image" alt="Diagram" /></td>
<td><img src="image" alt="Diagram" /></td>
</tr>
</tbody>
</table>

**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.

**Figure 5 - Admissibility procedure for Safe Third Countries**
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.

![Navigation Menu](image)

- 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 countries
  - 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.

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
- Reference
- Applicant
- Case data
- Assessment
- 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 an additional free-text field to complete.
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.
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.

Figure 9 - Personal Interview - Assessment Form Section Timeline

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.

![Form Indicator Tooltip and Comments](image)

*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.
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](image-url)
3.1.1.6 Interview record


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.
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.
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](image)

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](image)
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.
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.
3.2.1.7 Form

14. The decision follows a correct structure and includes all required elements.
15. The decision is professionally drafted.

![Form diagram]

Figure 23 - Form - Form Page
3.2.18 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.

![Save as draft button](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).

![Save final button](Figure 26 - Save Final Button)

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

![Empty required fields pop-up](Figure 27 - Empty Required Fields Pop-up)

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

![Proceed to saving button](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](image)

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.

![Create report button](image)

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.

![Save final and create report button](image)

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`

![Printing Assessment Report](image)

Figure 33 - Printing Assessment Report
NOTE: When printing the report, please set the ‘Margins’ option to ‘None’ to ensure all comments are included.

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).

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.
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.

![Split Screen of Assessments](image-url)
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).

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 38 - Aggregated Report Button

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](image)

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.

![Image of 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.

![Image of Select Parameters Button]

![Image of 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.

![Table Sorting and Filtering](image)

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.

![Remove Filters Button](image)

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.

![Export as CSV Button](image)
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

When filtering in the table by the ‘Overall quality’ column, these graphs are dynamically updated.
4.1.4.2 Results Per Indicator

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

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.
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](image)

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](image)

### 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.
Conclusions/Follow-up

A conclusion pointing out the identified good practices, weaknesses, and recommendations, how the quality could be further improved and related follow-up activities.

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.

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

4.2 Comparative Aggregated Reports
On the homepage, click on the ‘Comparative aggregated report’ button under the relevant assessment type (Substance or Admissibility).

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](image)

![Figure 62 - Comparative Aggregated Report - Uploaded to Multiple Groups](image)

**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 the pencil icon. 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.

![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.

```
<table>
<thead>
<tr>
<th>Group/Year</th>
<th>Overall quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Group 2&quot;</td>
<td></td>
</tr>
<tr>
<td>Group 2</td>
<td>LOW</td>
</tr>
<tr>
<td>Group 2</td>
<td>LOW</td>
</tr>
</tbody>
</table>
```

**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

#### Results of the comparison

<table>
<thead>
<tr>
<th>Overall quality of the cases</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1. Previously identified special needs are addressed accordingly.</td>
</tr>
<tr>
<td></td>
<td>2. The necessary information is provided to the applicant.</td>
</tr>
</tbody>
</table>

#### 1. Previously identified special needs are addressed accordingly.

<table>
<thead>
<tr>
<th>Group 1</th>
<th>Group 2</th>
<th>Group 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>6</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
</tbody>
</table>

#### 2. The necessary information is provided to the applicant.

<table>
<thead>
<tr>
<th>Group 1</th>
<th>Group 2</th>
<th>Group 3</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>7</td>
<td>3</td>
</tr>
<tr>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>

---

*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](image)

![Figure 73 - Comparative Aggregated Report - Uploaded to Year](image)
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.

![Figure 74 - Report Table](image)

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](image)
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.

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.

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.
4.2.2.4 Overall Quality of the Cases

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.

Figure 80 - Overall Quality of the Cases Year Chart
4.2.2.5 Indicators

Results of the comparison

<table>
<thead>
<tr>
<th>Indicator</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2022</th>
<th>2023</th>
<th>2024</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Previously identified special needs are addressed accordingly.</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2. The necessary information is provided to the applicant.</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.1.</td>
<td>3</td>
<td>2</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>2.2.</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

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.

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.

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](image)

**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.

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

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’.

![Google Chrome Options Menu](image)

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’.

![Google Chrome Download Settings](image)
7.2 Microsoft Edge

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

![Microsoft Edge Options Menu](image)

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’.

![Microsoft Edge Download Settings](image)
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…’.

![Uninstall Application - Chrome](image)

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

![Confirm Uninstallation - Chrome](image)

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](image)

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

![Figure 97 - App Settings - Edge](image)

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

![Figure 98 - Confirm Uninstallation - Edge](image)

The application will then successfully be removed from the device.
8.2 Annex 1 – Device Compatibility

<table>
<thead>
<tr>
<th>Browser</th>
<th>Windows</th>
<th>MacOS</th>
<th>Linux</th>
<th>Android</th>
<th>iOS &amp; iPadOS</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chromium-based</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td></td>
<td>Includes Google Chrome, Microsoft Edge, Brave, Opera, Vivaldi, etc.</td>
</tr>
<tr>
<td>Firefox</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Partial</td>
<td>No</td>
<td></td>
</tr>
</tbody>
</table>

Table 1 - Device Compatibility

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