



# **EUAA Quality Assurance Tool v3.0.0**

User Manual

**INTERNAL USE ONLY**





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## 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





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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.<sup>1</sup> 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](mailto:asylum.processes@euaa.europa.eu). For technical support regarding accessing the application please contact the [EUAA IT Service Desk](#).

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<sup>1</sup> 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).

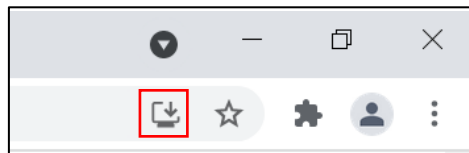


Figure 1 - Install Icon in Chrome Browser Address Bar

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

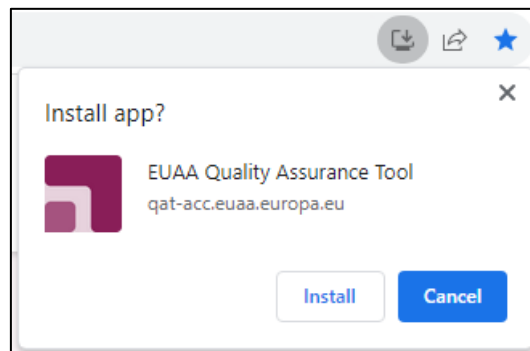


Figure 2 - Install QAT pop-up on Desktop (Google Chrome)

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

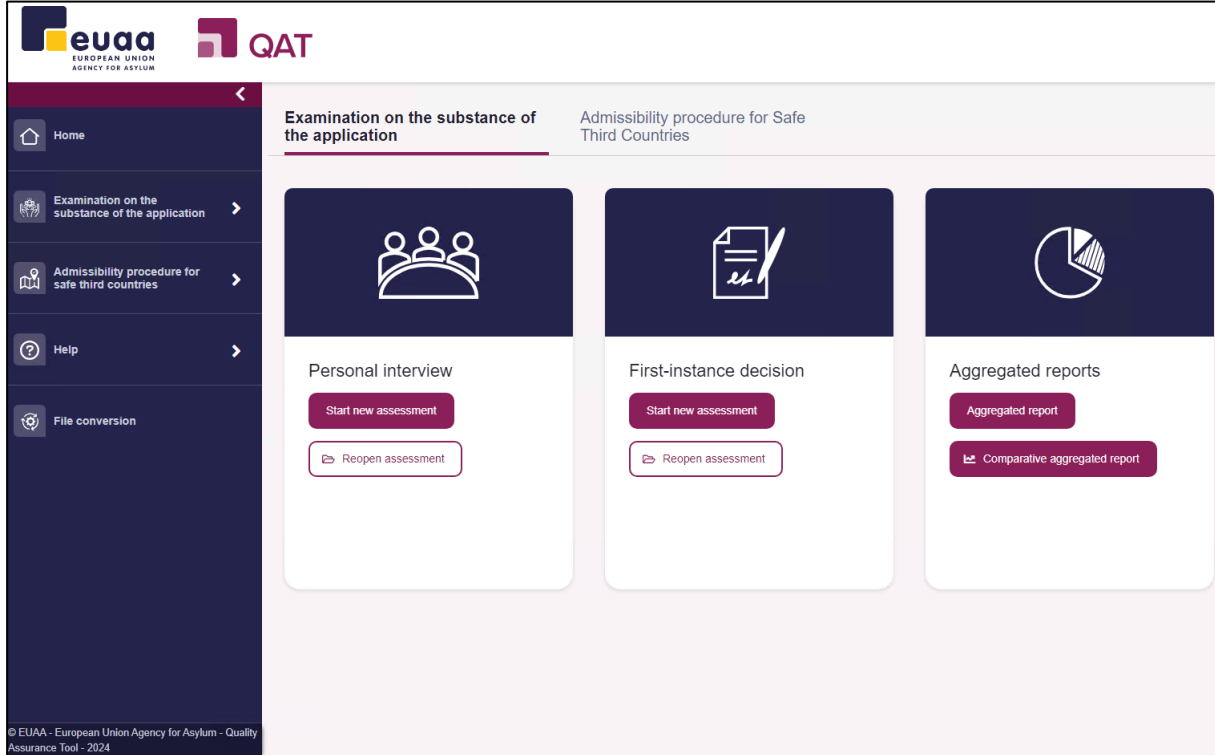


Figure 3 - QAT Homepage

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

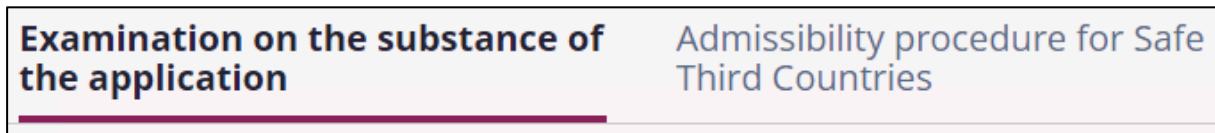


Figure 4 - Assessment Type

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.

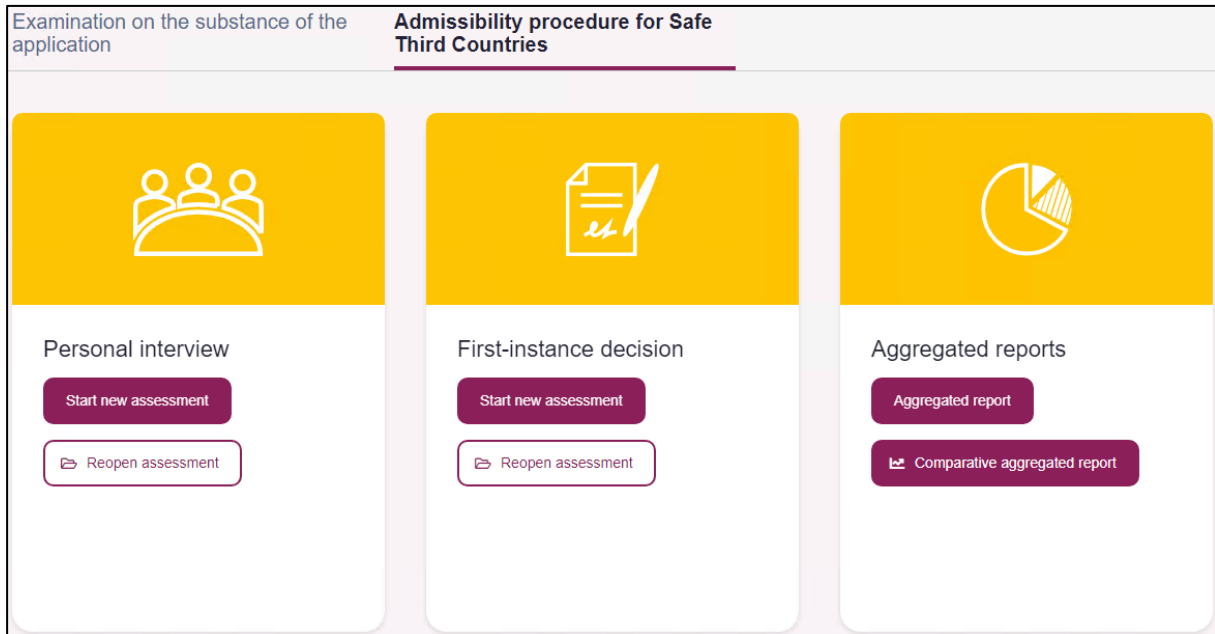




Figure 5 - Admissibility procedure for Safe Third Countries

**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.

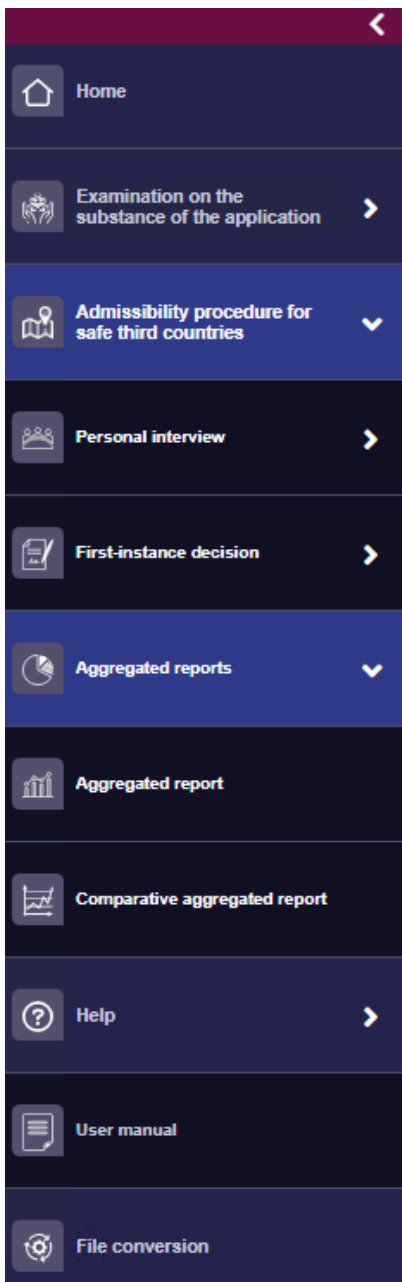


Figure 6 - Navigation Menu

- 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 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.

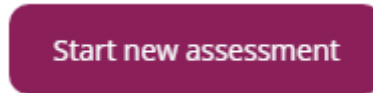


Figure 7 - Start New Assessment Button

### 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 an additional free-text field to complete.





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

### Personal interview

- File information**
- Opening the interview
- Conducting the interview
- Substance of the interview
- Closing the interview
- Interview record

#### File information

**Reference**

Case file reference \*

Interviewer

Office

Team/Unit

**Applicant**

Country of origin \*

Stateless

Nationality/Ethnicity

Religion

Sex of the applicant

Special needs

**Case data**

Date of lodging the application

Date of interview

Language of the interview

Applicant presence

Interview conducted through interpreter

Legal representative present during the interview

Duration of the interview

Grounds for the application

Decision outcome

**Assessment**

Quality assessor

Assessment date

Assessment based on

**Other**

Additional information specific to national system

[Reopen case](#) [Create report](#) [Save as draft](#) [Next](#)

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.



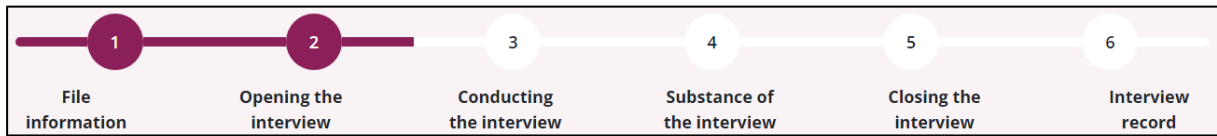


Figure 9 - Personal Interview - Assessment Form Section Timeline

### 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**

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.

Indicator	Correct	Minor error	Significant Error	Not applicable	Comments
1.1. Special needs, which have been previously identified, are taken into account when arranging the interview. <small>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.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

2. The necessary information is provided to the applicant.

Indicator	Correct	Minor error	Significant Error	Not applicable	Comments
2.1. Information on the aim of the interview is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	
2.2. Information regarding confidentiality is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	
2.3. Information on the roles of all persons present is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	
2.4. Information on the applicant's obligation to cooperate is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	
2.5. Information on breaks and the possibility to ask for breaks is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	
2.6. Other mandatory information according to national legislation and policy is provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

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

Indicator	Correct	Minor error	Significant Error	Not applicable	Comments
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.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	(option not available)	

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

Indicator	Correct	Minor error	Significant Error	Not applicable	Comments
4.1. The applicant is asked to confirm that they are mentally and physically fit to be interviewed.	<input type="checkbox"/>	(option not available)	<input type="checkbox"/>	(option not available)	
4.2. The interviewer has effectively picked up on indicators that the interview cannot go ahead.	<input type="checkbox"/>	(option not available)	<input type="checkbox"/>	<input type="checkbox"/>	

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.



The screenshot shows a table with four columns: 'Correct' (green), 'Minor error' (yellow), 'Significant Error' (red), and 'Not applicable' (grey). Below the columns are two rows of checkboxes. A tooltip is displayed over the 'Minor error' checkbox in the first row, containing the text: 'Minor Information is given, but it is not confirmed that the applicant has understood it.' To the right of the table are two 'Comments' input fields, each with a '[option not available]' label above it.

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.

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

**Conducting the interview**

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

	Correct	Minor error	Significant error	Not applicable	
5.1. The interviewer appropriately establishes rapport with the applicant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
5.2. The interviewer uses appropriate, sensitive and factual language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
5.3. The interviewer addresses the applicant directly (in second person).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments

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

	Correct	Minor error	Significant error	Not applicable	
6.1. The interviewer maintains control of the interview situation throughout the interview.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
6.2. If a challenging situation occurs during the interview, it is effectively handled by the interviewer to the extent possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
6.3. The interviewer ensures that the interpreter acts according to their role and responsibilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
6.4. The legal representative and/or other persons present are allowed to exercise their rights according to national rules and are authorized to intervene at least at the end of the personal interview.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
6.5. Breaks are taken if necessary or requested and appropriate.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

7. The interviewer applies the appropriate questioning techniques.

	Correct	Minor error	Significant error	Not applicable	
7.1. The applicant is encouraged to provide a free narrative regarding their reasons for applying for international protection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
7.2. Each new focused theme is introduced to the applicant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
7.3. The interviewer uses open and/or closed questions appropriately.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
7.4. Questions are adapted to the capabilities, individual circumstances and the profile of the applicant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
7.5. The interviewer avoids unproductive questions, such as: <ul style="list-style-type: none"> <li>• leading questions</li> <li>• multiple choice questions</li> <li>• plural questions</li> <li>• unnecessarily repetitive questions</li> <li>• irrelevant questions</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments

Reopen case    Create report    Save as draft    Previous    Next

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.

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

**Substance of the interview**

8. All material facts are identified and explored sufficiently.

	Correct	Minor error	Significant error	Not applicable	
8.1. The identity (including the country of origin) of the applicant is established sufficiently and the personal circumstances are explored sufficiently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
8.2. Past problems and/or threats are explored sufficiently (what, who, when, where, why).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Reason not relevant	Comments
8.3. Future fear is explored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Reason not relevant	Comments
8.4. The availability of protection in the home area in the country of origin is explored sufficiently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
8.5. The availability of an internal protection alternative is explored sufficiently.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

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

	Correct	Minor error	Significant error	Not applicable	
9.1. The interviewer explores the relevance and source of any documents or written information submitted to support the applicant's claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
9.2. All relevant documents presented by the applicant are added to the file.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

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

	Correct	Minor error	Significant error	Not applicable	
10.1. All significant inconsistencies and discrepancies are put to the applicant and they are provided with an opportunity to address them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

11. Where relevant, exclusion considerations are appropriately explored.

	Correct	Minor error	Significant error	Not applicable	
11.1. Potential exclusion considerations are correctly identified.	<input type="checkbox"/>	<input type="checkbox"/> Reason not relevant	<input type="checkbox"/>	<input type="checkbox"/>	Comments
11.2. Potential exclusion considerations are sufficiently explored.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

12. Specific policies and guidelines are followed correctly.

	Correct	Minor error	Significant error	Not applicable	
12.1. Where applicable, national policy regarding the specific profile of the applicant is followed correctly. <small>For example: specific profiles could include children, victims of trafficking, potential victims of female genital mutilation, applicants with claims related to sexual orientation and gender identity, etc.</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
12.2. Where applicable, country-specific guidelines for interviewing are followed correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
12.3. Where applicable, policies regarding the application of additional protection grounds are followed correctly. <small>(e.g. humanitarian grounds, protection for victims of trafficking according to national legislation and policy)</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

Reopen case    Create report    Save as draft    Previous    Next

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.

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

**Closing the interview**

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

	Correct	Minor error	Significant error	Not applicable	
13.1. The interviewer confirms whether or not the applicant has understood all questions asked.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
13.2. The interviewer asks the applicant whether they want to add anything.	<input type="checkbox"/>	[option not available]	<input type="checkbox"/>	[option not available]	Comments
13.3. The interviewer explains the next steps of the asylum procedure clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

Reopen case    Create report    Save as draft    Previous    Next

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.

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

#### Personal interview

1 2 3 4 5 6

File information    Opening the interview    Conducting the interview    Substance of the interview    Closing the interview    Interview record

#### Interview record

14. Interview transcript/report rules are followed accordingly.

	Correct	Minor error	Significant Error	Not applicable	Comments
14.1. A thorough and factual report containing all substantive elements or a transcript is made of the personal interview. It contains additional elements if applicable according to national legislation and policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	<input type="text"/>
14.2. If applicable, an audio or audio-visual recording is made according to national legislation and policy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
14.3. The applicant is provided with an effective opportunity to make comments and/or provide clarification orally and/or in writing with regard to any mistranslations or misconceptions appearing in the interview report/transcript.	<input type="checkbox"/>	[option not available]	<input type="checkbox"/>	[option not available]	<input type="text"/>

#### Conclusion

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

**Conclusion**  
A conclusion on the overall quality, pointing out the identified good practices, weaknesses, and recommendations, how the personal interview could be further improved.

**Follow-up**  
A conclusion that the interview does not allow for an effective and correct decision to be taken may require immediate follow-up (e.g. conducting an additional interview)

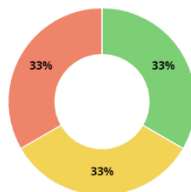
#### Assessment

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

The overall quality is:

The scale below is applied.

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



0 Total correct

0 Total minor errors

0 Total significant errors

Reopen case    Create report    Save as draft    Save final    Save final and create report    Previous

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 an additional free-text field to complete.





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

### First-instance decision

1 2 3 4 5 6 7 8

**File information** Introduction Basis of claim Credibility assessment Risk assessment Legal analysis Form Efficiency

#### File information

Reference

Case file reference \*

Decision-maker

Office

Team/Unit

Applicant

Country of origin \*

Stateless

Nationality/ethnicity

Religion

Sex of the applicant

Special needs

Case data

Date of lodging the application

Date of interview

Interview conducted by the decision-maker

Date of decision

Number of pages of the decision

Grounds for the application

Decision outcome

Assessment

Quality assessor

Assessment date

Other

Additional information specific to national system

Reopen case Create report Save as draft Next

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.

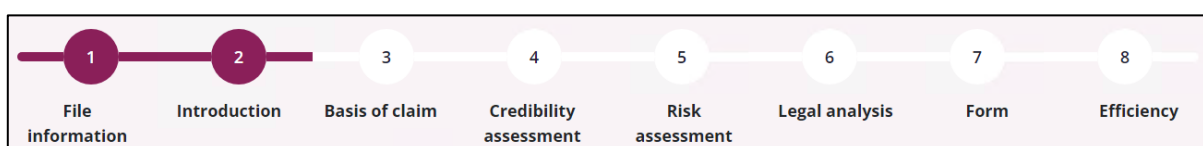


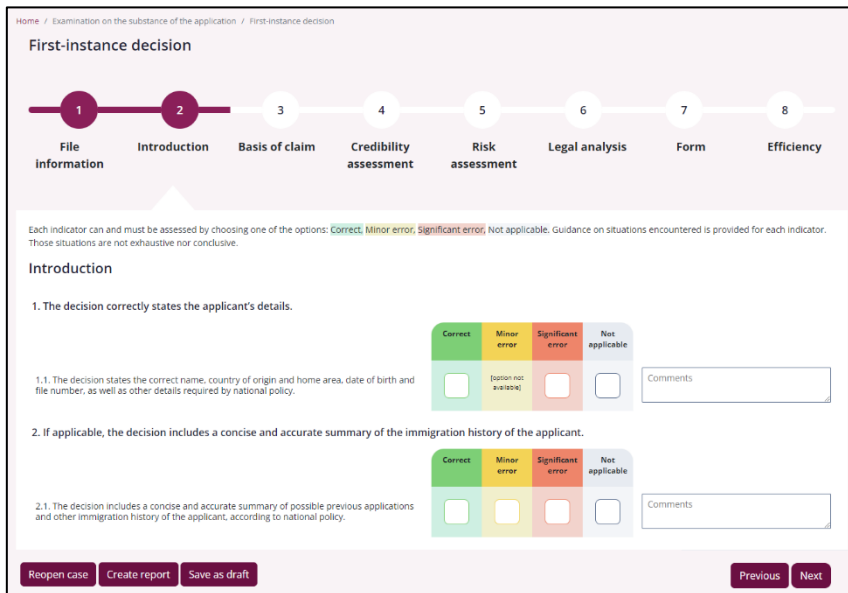
Figure 17 - First-Instance Decision - Assessment Form Section Timeline





### 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.



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

**First-instance decision**

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

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.

**Introduction**

1. The decision correctly states the applicant's details.

1.1. The decision states the correct name, country of origin and home area, date of birth and file number, as well as other details required by national policy.

2. If applicable, the decision includes a concise and accurate summary of the immigration history of the applicant.

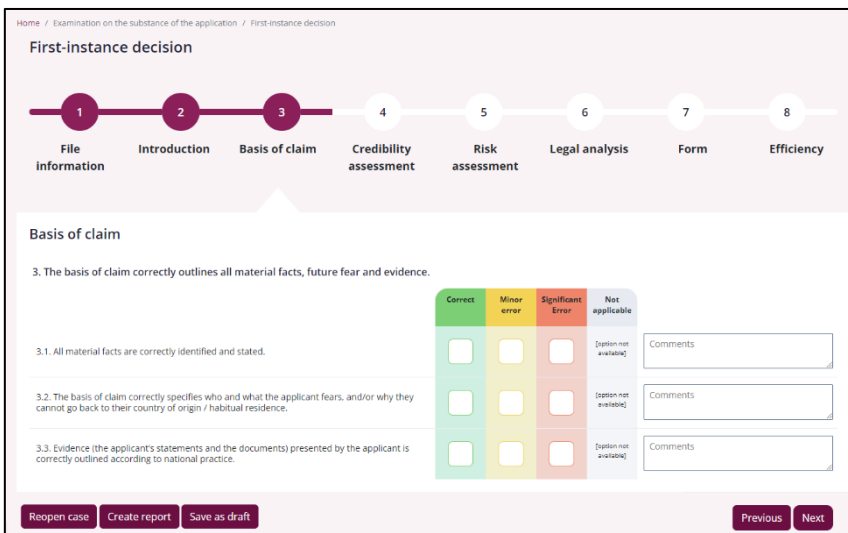
2.1. The decision includes a concise and accurate summary of possible previous applications and other immigration history of the applicant, according to national policy.

Reopen case Create report Save as draft Previous Next

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.



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

**Basis of claim**

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

3.1. All material facts are correctly identified and stated.

3.2. The basis of claim correctly specifies who and what the applicant fears, and/or why they cannot go back to their country of origin / habitual residence.

3.3. Evidence (the applicant's statements and the documents) presented by the applicant is correctly outlined according to national practice.

Reopen case Create report Save as draft Previous Next

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.

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

**First-instance decision**

1 2 3 4 5 6 7 8

File information Introduction Basis of claim **Credibility assessment** Risk assessment Legal analysis Form Efficiency

**Credibility assessment**

4. The credibility of each material fact is assessed correctly, including the identity and country of origin of the applicant.

	Correct	Minor error	Significant Error	Not applicable	
4.1. Each material fact is correctly formulated.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
4.2. The evidence (the applicant's statements and the documents) is linked correctly to each material fact.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
4.3. Internal credibility indicators are applied and analysed correctly including the assessment and explanations of the indicators.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
4.4. External credibility indicators are applied and analysed correctly including the assessment and explanations of the indicators.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
4.5. The concept of plausibility is applied objectively.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
4.6. Only inconsistencies/discrepancies which have been put to the applicant for comment are used in the decision.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
4.7. COI is relevant, up-to-date and referenced correctly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments

5. A clear finding is made on each material fact.

	Correct	Minor error	Significant Error	Not applicable	
5.1. For each material fact, the decision clearly states whether it is accepted or rejected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
5.2. When needed, Article 4(5) of the qualification directive is applied correctly.	<input type="checkbox"/>	[option not available]	<input type="checkbox"/>	<input type="checkbox"/>	Comments

6. The correct standard and burden of proof is applied.

	Correct	Minor error	Significant Error	Not applicable	
6.1. When assessing the material facts, the correct standard of proof is applied, according to national guidance.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
6.2. The burden of proof is applied correctly when assessing the material facts.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	[option not available]	Comments
6.3. Individual circumstances and individual factors such as age, education, gender, trauma, etc. are correctly identified and taken into account when assessing the applicant's ability to substantiate their claim.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

Reopen case Create report Save as draft Previous Next

Figure 20 - Credibility Assessment - Form Page





### 3.2.1.5 Risk Assessment

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

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

**Risk assessment**

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

	Correct	Minor error	Significant error	Not applicable	
7.1. The decision correctly identifies and assesses the risk on return (who, what, why and in which circumstances) and takes into account the individual circumstances of the applicant.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> (option not available)	Comments
7.2. If applicable, the decision correctly takes into account past persecution when assessing risk upon return.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments
7.3. The correct standard of proof is applied (reasonable degree of likelihood) in assessing risk on return.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> (option not available)	Comments
7.4. COI is relevant, up-to-date and correctly referenced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

Reopen case   Create report   Save as draft   Previous   Next

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	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

8.1. The well-foundedness of the identified risk is assessed correctly.

8.2. Whether or not the stated treatment amounts to persecution is assessed correctly.

9. Reasons for persecution are identified and assessed correctly.

Correct	Minor error	Significant Error	Not applicable	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

9.1. The decision correctly identifies and assesses all applicable reasons for persecution.

9.2. The connection (nexus) between the persecution and the reason(s) is assessed correctly.

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	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

10.1. The decision correctly assesses the applicability of Article 15(a): 'death penalty or execution'.

10.2. The decision correctly assesses the applicability of Article 15(b): 'torture or inhuman or degrading treatment or punishment'.

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'.

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

Correct	Minor error	Significant Error	Not applicable	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

11.1. The availability and accessibility of protection in the home area of the applicant is assessed correctly.

11.2. The applicability of 'internal protection alternative' is assessed correctly, including its reasonableness.

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

Correct	Minor error	Significant Error	Not applicable	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

12.1. Exclusion grounds are identified and assessed correctly.

12.2. Individual responsibility is assessed correctly.

12.3. The correct standard and burden of proof are applied.

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

Correct	Minor error	Significant Error	Not applicable	Comments
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

13.1. Where applicable, additional protection grounds (e.g. humanitarian grounds) are applied correctly.

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.

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

**Form**

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

	Correct	Minor error	Significant Error	Not applicable	
14.1. The decision follows a correct structure and format according to national policies.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comments
14.2. The applicant is provided information on how to challenge a decision in writing or by electronic means.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Comments

15. The decision is professionally drafted.

	Correct	Minor error	Significant Error	Not applicable	
15.1. The reasoning is non-speculative.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comment
15.2. The language of the decision is appropriate, sensitive and factual.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comment
15.3. The rules of grammar and spelling are applied.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Option not available	Comment

Reopen case   Create report   Save as draft   Previous   Next

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.

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

**Efficiency**

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

16.1. The decision is issued according to the prescribed timelines according to national legislation and policy.

Correct   Minor error   Significant Error   Not applicable

Comment

**Conclusion**

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

**Conclusion**  
A conclusion on the overall quality, pointing out the identified good practices, weaknesses, and recommendations, how the first-instance decision could be further improved.

**Follow-up**  
A conclusion that the decision is probably not correct may require immediate follow-up (e.g. changing a (draft) decision or even withdrawing a decision if feasible within the national system).

The overall quality is:

The scale below is applied.

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

33%   33%   33%

0 Total correct  
0 Total minor errors  
0 Total significant errors

Reopen case   Create report   Save as draft   Save final   Save final and create report   Previous

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.

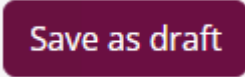


Figure 25 - Save as Draft Button

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).

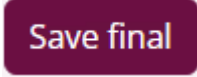
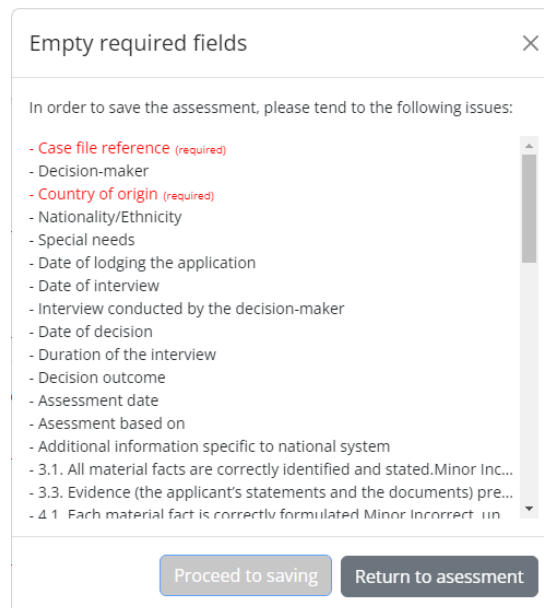


Figure 26 - Save Final Button

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



Empty required fields

In order to save the assessment, please tend to the following issues:

- Case file reference (required)
- Decision-maker
- Country of origin (required)
- Nationality/Ethnicity
- Special needs
- Date of lodging the application
- Date of interview
- Interview conducted by the decision-maker
- Date of decision
- Duration of the interview
- Decision outcome
- Assessment date
- Assessment based on
- Additional information specific to national system
- 3.1. All material facts are correctly identified and stated.Minor Inc...
- 3.3. Evidence (the applicant's statements and the documents) pre...
- 4.1 Each material fact is correctly formulated.Minor Incorrect un

Proceed to saving    Return to assessment

Figure 27 - Empty Required Fields Pop-up

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

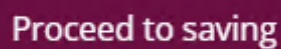


Figure 28 - Proceed to Saving Button



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](#)'.

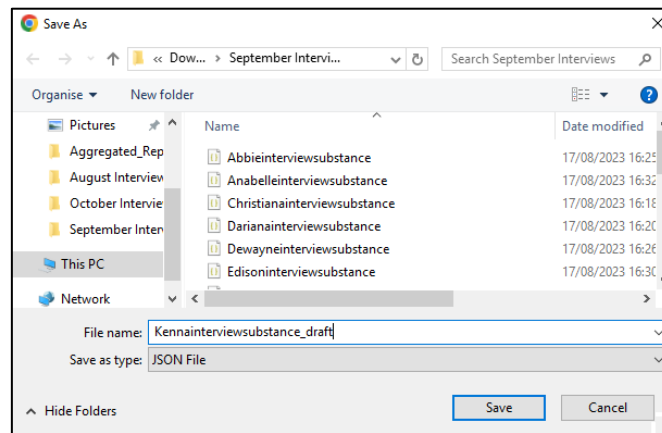


Figure 29 - Windows 'Save As' Dialog Box

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.

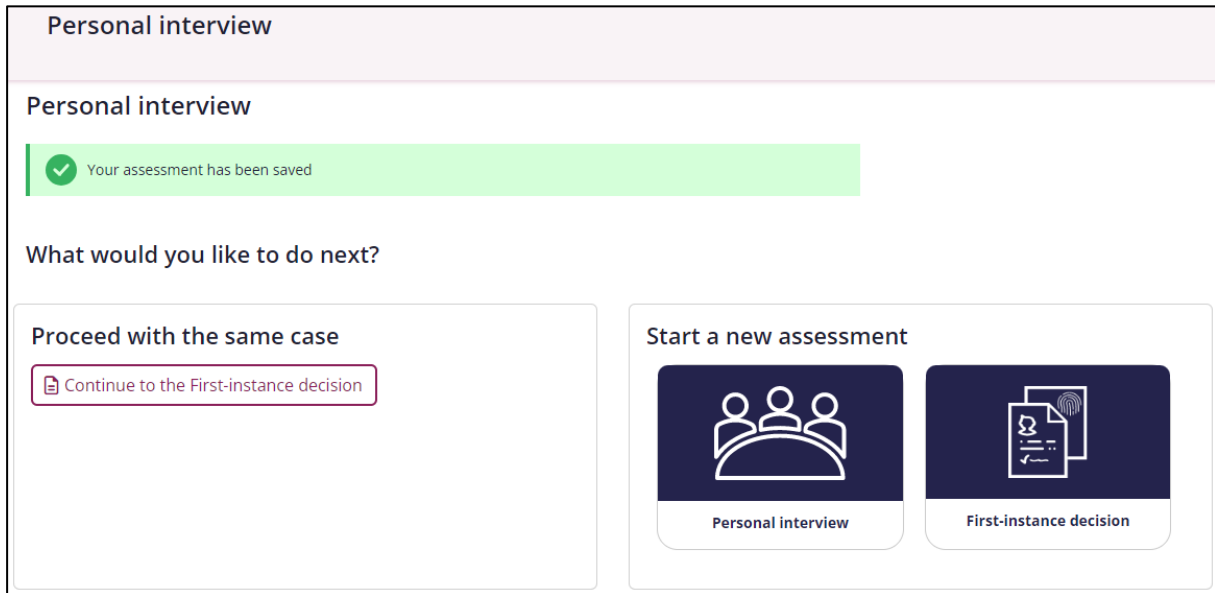


Figure 30 - Saved Assessment Page





### 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.

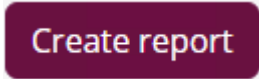


Figure 31 - Create Report Button

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.

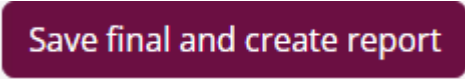
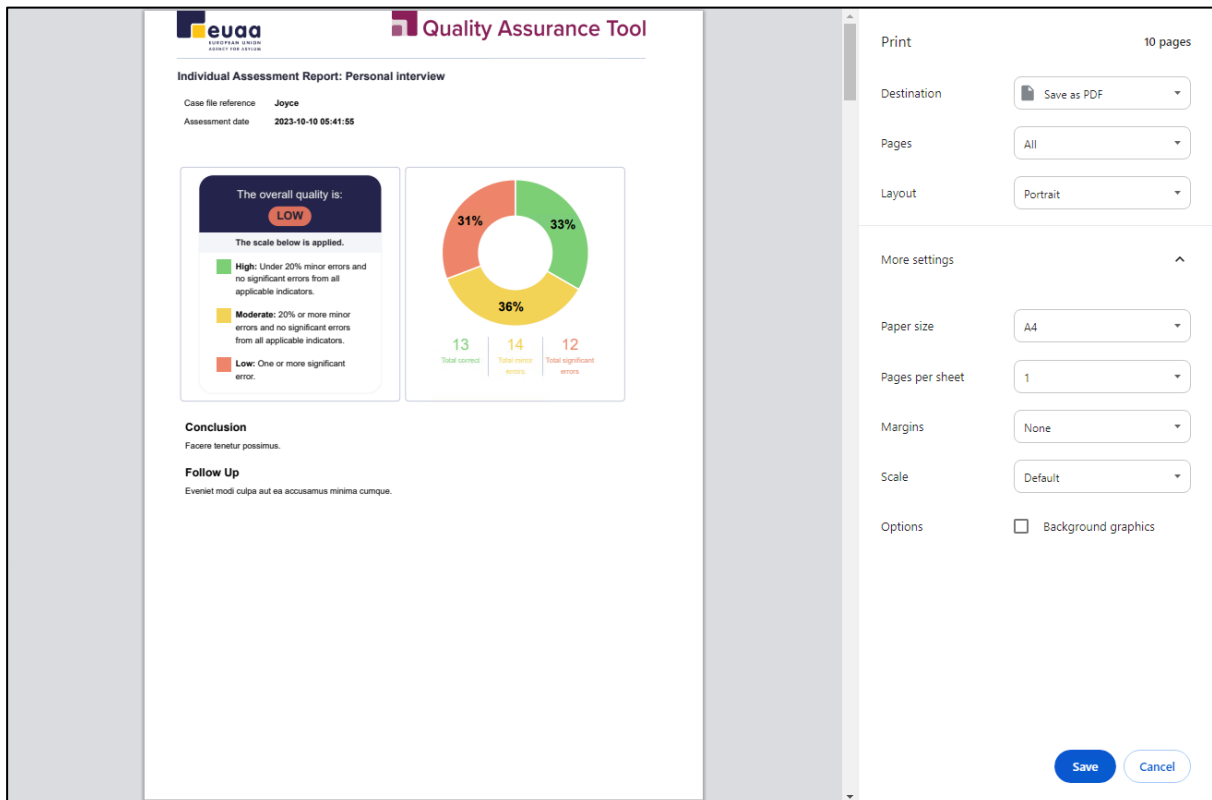


Figure 32 - Save Final and Create Report Button

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.



The screenshot displays the 'Quality Assurance Tool' interface. The main content area shows an 'Individual Assessment Report: Personal interview' for 'Joyce' on '2023-10-10 05:41:55'. The overall quality is 'LOW'. A donut chart shows the distribution of errors: 31% (Total correct), 33% (Total minor errors), and 36% (Total significant errors). Below the chart, a legend defines the quality levels: High (under 20% minor errors), Moderate (20% or more minor errors), and Low (one or more significant errors). The report also includes a 'Conclusion' and a 'Follow Up' section.

On the right side, the print settings are visible, including:
 

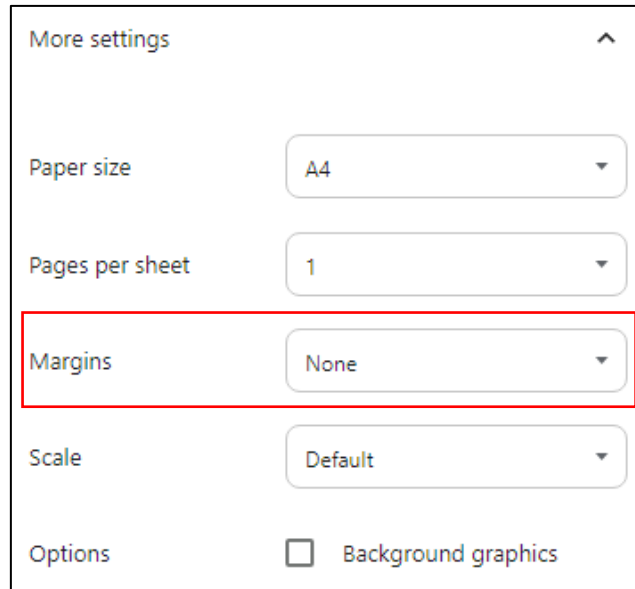
- Print: 10 pages
- Destination: Save as PDF
- Pages: All
- Layout: Portrait
- More settings:
  - Paper size: A4
  - Pages per sheet: 1
  - Margins: None
  - Scale: Default
  - Options:  Background graphics

 At the bottom right, there are 'Save' and 'Cancel' buttons.

Figure 33 - Printing Assessment Report



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



The image shows a 'More settings' dialog box with the following options:

- Paper size: A4
- Pages per sheet: 1
- Margins: None (highlighted with a red box)
- Scale: Default
- Options:  Background graphics

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).

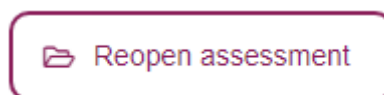
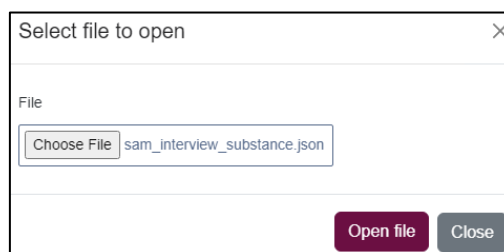


Figure 35 - Reopen Assessment Button

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.



The image shows a 'Select file to open' dialog box with the following elements:

- File input field: Choose File | sam\_interview\_substance.json
- Buttons: Open file, Close

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.

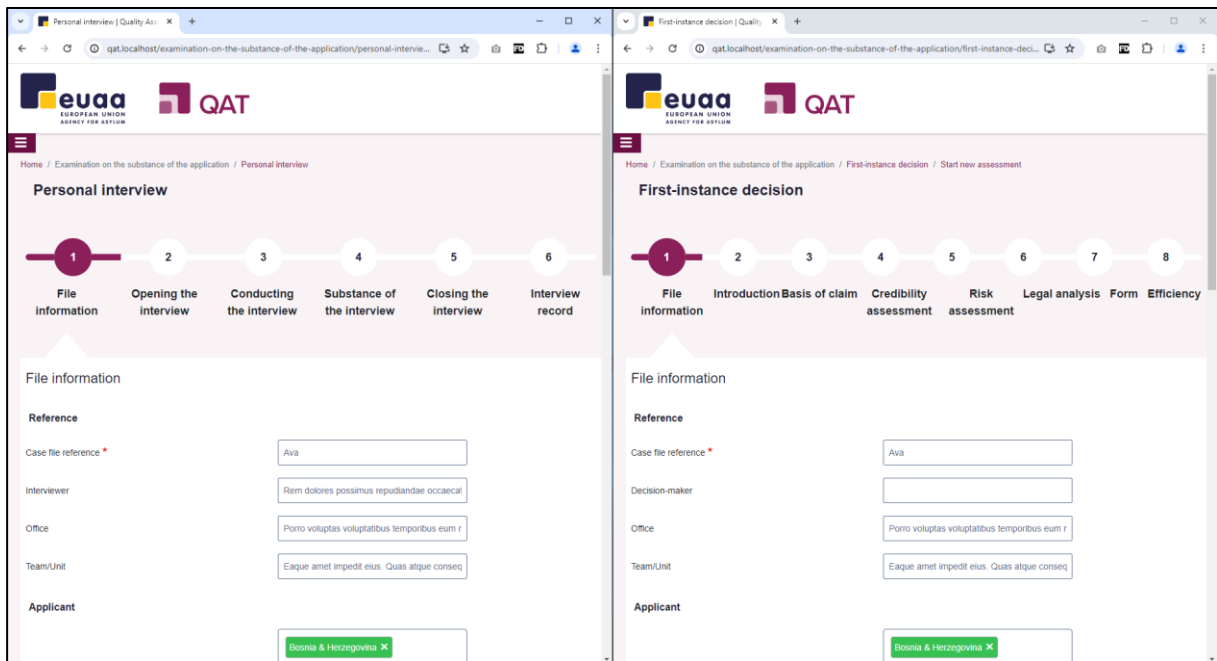


Figure 37 - Split Screen of Assessments



## 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).

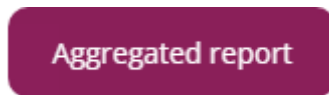


Figure 38 - Aggregated Report Button

#### 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

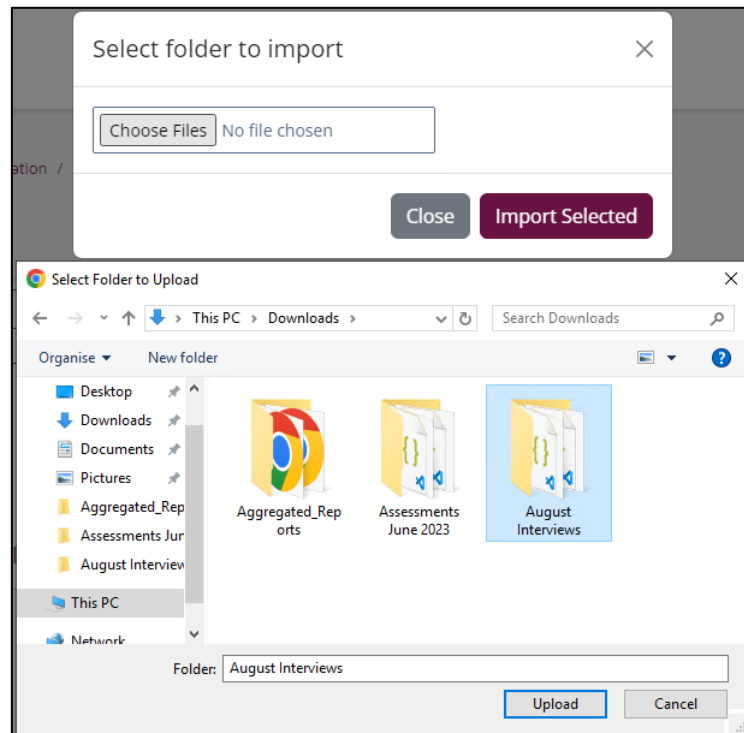
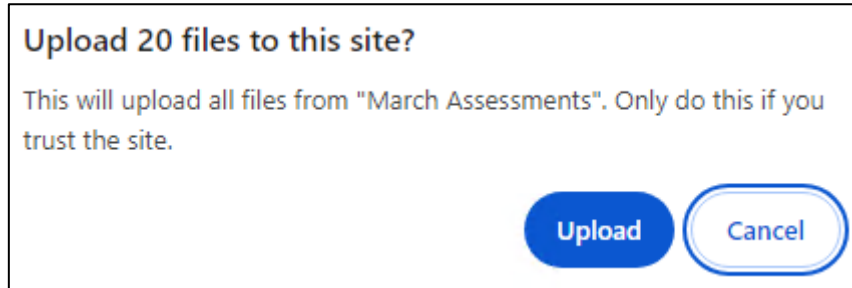


Figure 40 - Upload Folder Dialogue





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.





Home / Examination on the substance of the application / Aggregated reports / Aggregated report

### Aggregated report

[Create a report](#)

Report description: Q1 Cyprus 2023

Upload multiple completed interview or decision files to view their statistics and create a report.

[Upload folder](#) 20 assessment form(s)

Personal interview: 20 assessment form(s) | First-instance decision: 0 assessment form(s)

You can now select the filters for the aggregated report

[Select parameters](#)

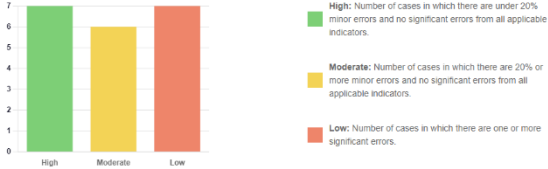
Overall quality	Office	Team/Unit	Country of origin
MODERATE	Dolores dignissimos id optio. Ration...	Reprehenderit libero iste ratione et i...	Peru
MODERATE	Porro voluptas voluptatibus tempor...	Eaque amet impedit eius. Quas atq...	Bosnia & Herzegovina
LOW	Labore aut quisquam magni. Suscip...	Tenetur nisi nam illo cumque alias m...	Jordan
HIGH	Cumque maxime quod occaecati m...	Distinctio odit voluptatem quia. Provi...	Oman
HIGH	Quo error quia. Cupiditate laboriosa...	Impedit non suscipit maiores vero a...	Ireland
LOW	Deleniti ea ex. Totam minima ipsa. ...	Inventore omnis voluptatem tenetur ...	Russia
MODERATE	Suscipit hic tempore. Debitis sunt d...	Esse excepturi nemo labore explicat...	Cyprus
HIGH	Sunt fuga nihil impedit vel possimus...	Numquam repellat repudiandae fug...	Clipperton Island

Showing 20 assessment form(s) out of 20

[Remove filters](#) [Export as CSV](#)

**Overall quality** | Results per indicator | Indicators and comments overview

#### Overall quality of cases

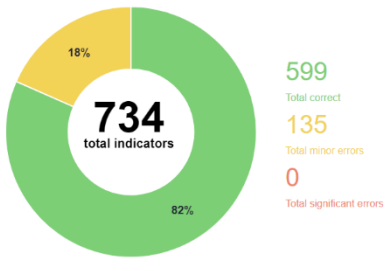


7  
6  
5  
4  
3  
2  
1  
0

High Moderate Low

- High:** Number of cases in which there are under 20% minor errors and no significant errors from all applicable indicators.
- Moderate:** Number of cases in which there are 20% or more minor errors and no significant errors from all applicable indicators.
- Low:** Number of cases in which there are one or more significant errors.

#### Assessment report



734  
total indicators

82%

18%

- 599** Total correct
- 135** Total minor errors
- 0** Total significant errors

#### 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

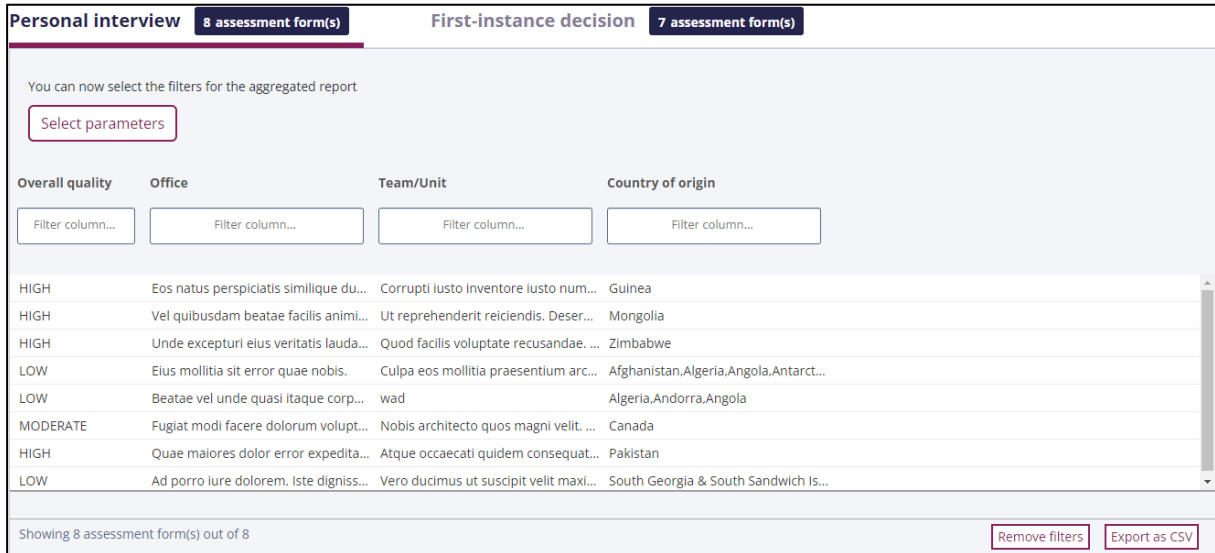
Figure 42 - Aggregated Reports Page





## 4.1.2 Report Table

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



You can now select the filters for the aggregated report

Select parameters

Overall quality	Office	Team/Unit	Country of origin
HIGH	Eos natus perspiciatis similique du...	Corrupti iusto inventore iusto num...	Guinea
HIGH	Vel quibusdam beatae facilis animi...	Ut reprehenderit reiciendis. Deser...	Mongolia
HIGH	Unde excepturi eius veritatis lauda...	Quod facilis voluptate recusandae...	Zimbabwe
LOW	Eius mollitia sit error quae nobis.	Culpa eos mollitia praesentium arc...	Afghanistan,Algeria,Angola,Antarct...
LOW	Beatae vel unde quasi itaque corp...	wad	Algeria,Andorra,Angola
MODERATE	Fugiat modi facere dolorum volupt...	Nobis architecto quos magni velit...	Canada
HIGH	Quae maiores dolor error expedita...	Atque occaecati quidem consequat...	Pakistan
LOW	Ad porro iure dolorem. Iste digniss...	Vero ducimus ut suscipit velit maxi...	South Georgia & South Sandwich Is...

Showing 8 assessment form(s) out of 8

Remove filters Export as CSV

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.

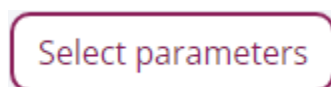
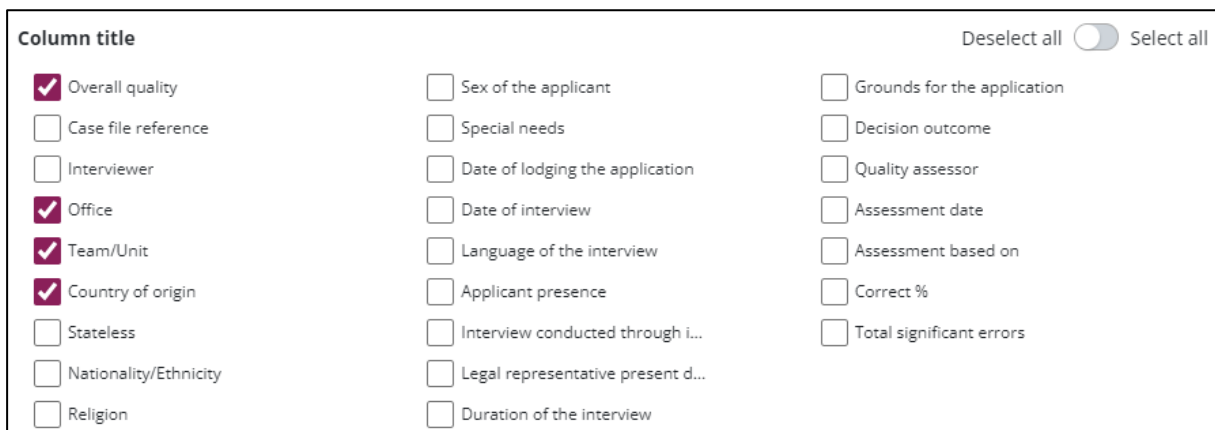


Figure 44 - Reports Table - Select Parameters Button



Column title

Deselect all  Select all

<input checked="" type="checkbox"/> Overall quality	<input type="checkbox"/> Sex of the applicant	<input type="checkbox"/> Grounds for the application
<input type="checkbox"/> Case file reference	<input type="checkbox"/> Special needs	<input type="checkbox"/> Decision outcome
<input type="checkbox"/> Interviewer	<input type="checkbox"/> Date of lodging the application	<input type="checkbox"/> Quality assessor
<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Date of interview	<input type="checkbox"/> Assessment date
<input checked="" type="checkbox"/> Team/Unit	<input type="checkbox"/> Language of the interview	<input type="checkbox"/> Assessment based on
<input checked="" type="checkbox"/> Country of origin	<input type="checkbox"/> Applicant presence	<input type="checkbox"/> Correct %
<input type="checkbox"/> Stateless	<input type="checkbox"/> Interview conducted through i...	<input type="checkbox"/> Total significant errors
<input type="checkbox"/> Nationality/Ethnicity	<input type="checkbox"/> Legal representative present d...	
<input type="checkbox"/> Religion	<input type="checkbox"/> Duration of the interview	

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.

Overall Quality ▾	Case file reference ▲
<input type="text" value="LOW"/> ×	<input type="text" value="Filter column..."/>
LOW	Creola
LOW	Ed

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.

Remove filters

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.

Export as CSV

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

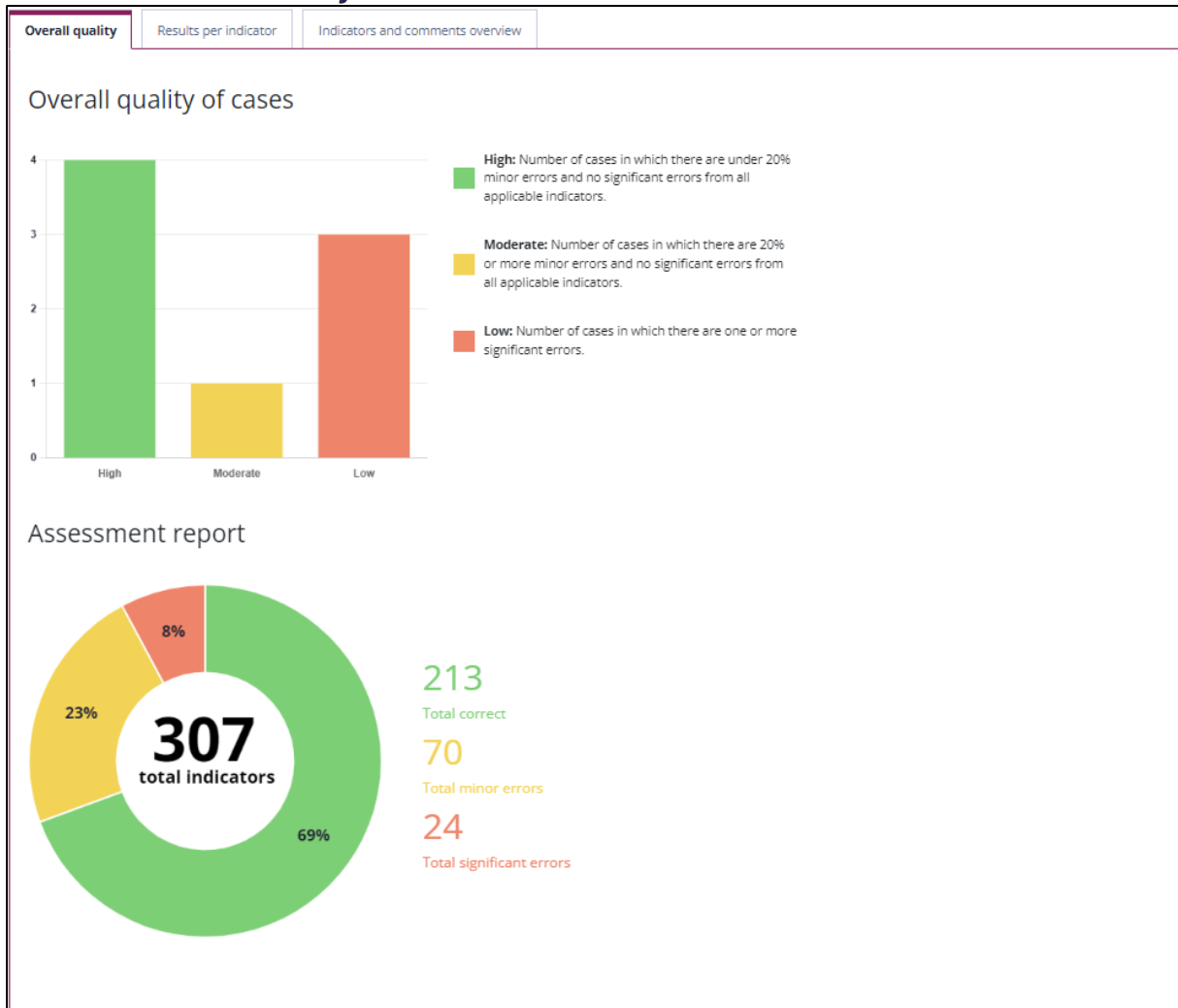


Figure 49 - Overall Quality of Cases Graph

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





### 4.1.4.2 Results Per Indicator

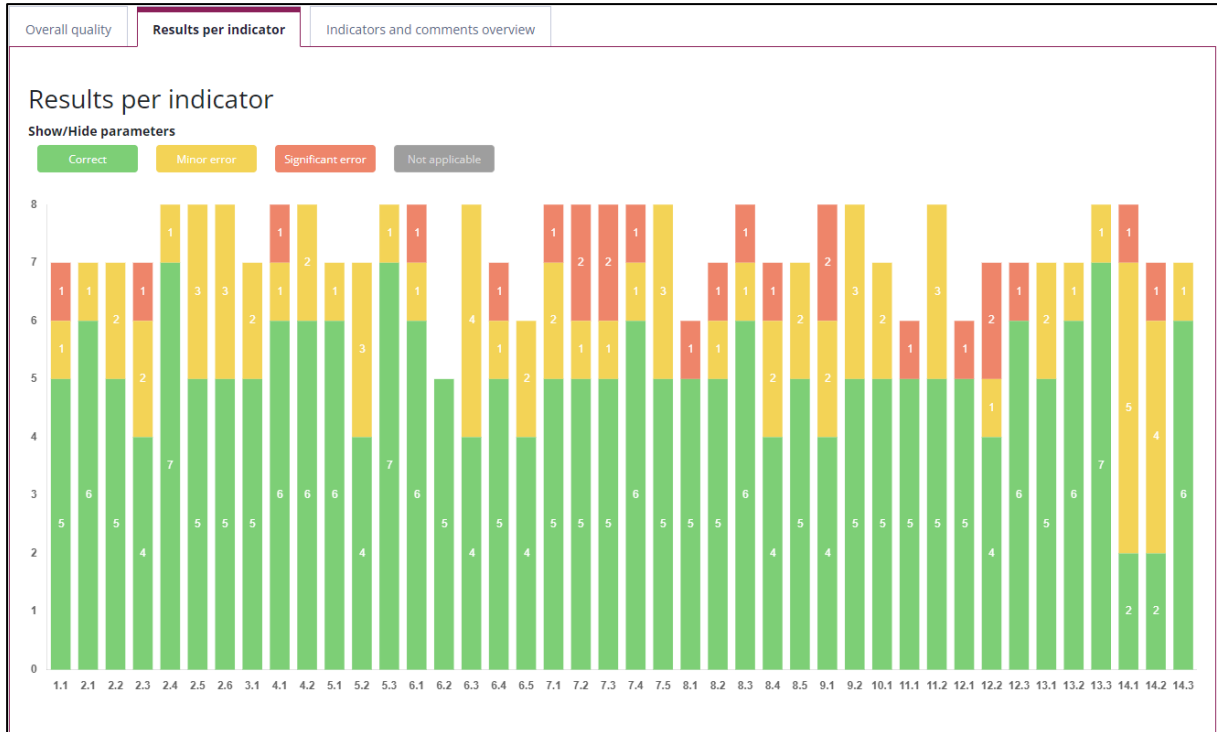


Figure 50 - Results Per Indicator Chart

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						
<input type="button" value="Select parameters"/> <input type="button" value="Reset table"/>						
IF	Indicators	Correct	Minor errors	Significant errors	Not applicable	Comments
✓ 1	Previously identified special needs are addressed accordingly.					<input type="checkbox"/>
> 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 <input type="checkbox"/>
✓ 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 <input type="checkbox"/>
> 2.2	Information regarding confidentiality is provided.	50% 10 cases	35% 7 cases	15% 3 cases	0% No cases	20 <input type="checkbox"/>
> 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 <input type="checkbox"/>
> 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 <input type="checkbox"/>
> 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 <input type="checkbox"/>
> 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 <input type="checkbox"/>
✓ 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 <input type="checkbox"/>

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.

Select parameters

- Indicators
- Correct
- Minor errors
- Significant errors
- Not applicable

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.

IF	Indicators	Correct	Minor errors	Significant errors	Not applicable	Comments
1	Previously identified special needs are addressed accordingly.					<input type="checkbox"/>
1.1	Special needs, which have been previously identified, are taken into account when arranging the interview.	0% No cases	50% 1 cases	0% No cases	50% 1 cases	2 <input checked="" type="checkbox"/>
<b>Comments</b>						
	Aut vel ea officis doloribus. Molestias dicta cupiditate impedit suscipit ducimus sapiente enim. Voluptatem officia corporis officia quas quia maiores. Delectus ut reprehenderit similique quisquam voluptatibus. Nobis recusandae velit illum ad. Error voluptas error ipsam. Blanditiis aperiam tempore nemo. Voluptatum dolorum occaecati repudiandae quas libero. Odit quas corporis facilis rem. (Nikolas)					<input checked="" type="checkbox"/>
	Alaska (Sam)					<input checked="" type="checkbox"/>
2	The necessary information is provided to the applicant.					<input type="checkbox"/>
2.1	Information on the aim of the interview is provided.	50% 1 cases	0% No cases	50% 1 cases	0% No cases	2 <input checked="" type="checkbox"/>
<b>Comments</b>						
	Aperiam nobis repudiandae sequi non. Incidunt aliquid eaque eveniet aliquid. Amet saepe corrupti aspernatur. Repudiandae quae alias fuga. Repudiandae non veritatis numquam totam dolorem. Enim rem rem maxime mollitia suscipit. Sit asperiores odit laudantium. Ipsam maiores soluta impedit nisi quam. Vel sit molestias nostrum officia id deserunt explicabo. (Nikolas)					<input checked="" type="checkbox"/>
	Utah (Sam)					<input checked="" type="checkbox"/>
> 2.2	Information regarding confidentiality is provided.	0% No cases	0% No cases	100% 2 cases	0% No cases	2 <input checked="" type="checkbox"/>
> 2.3	Information on the roles of all persons present is provided	50% 1 cases	50% 1 cases	0% No cases	0% No cases	2 <input type="checkbox"/>

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.





### 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.

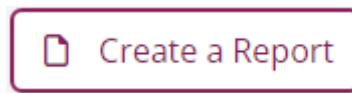
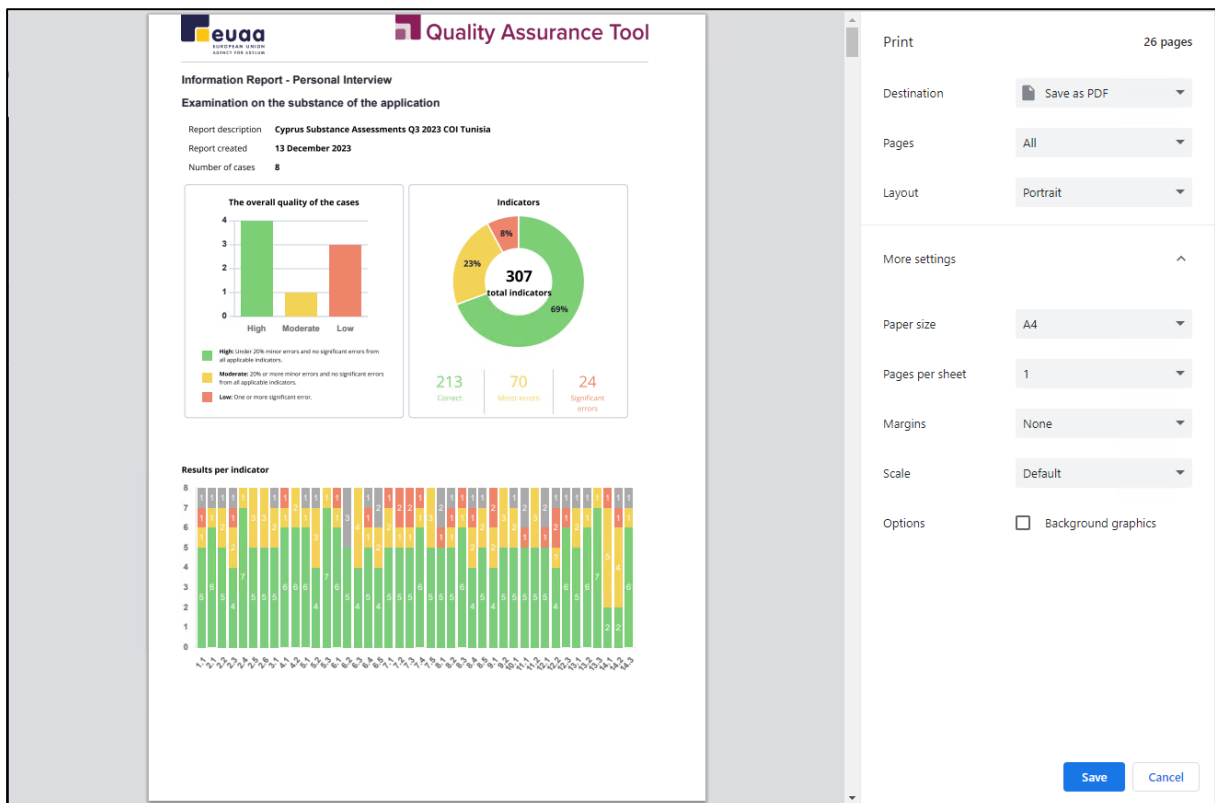


Figure 56 - Create a Report Button

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.



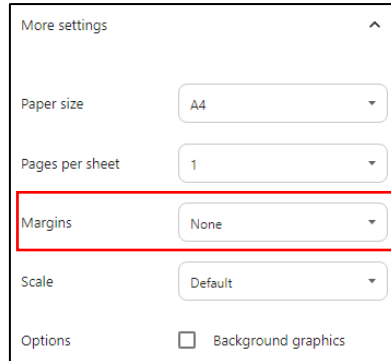
The screenshot shows the 'Quality Assurance Tool' interface. The main report area displays 'Information Report - Personal Interview' with details: 'Examination on the substance of the application', 'Report description: Cyprus Substance Assessments Q3 2023 COI Tunisia', 'Report created: 13 December 2023', and 'Number of cases: 8'. It features two charts: 'The overall quality of the cases' (a bar chart showing High, Moderate, and Low categories) and 'Indicators' (a donut chart showing 307 total indicators, with 213 correct, 70 minor errors, and 24 significant errors). Below these is a 'Results per indicator' bar chart. On the right, a print dialog box is open, showing 'Print 26 pages' and options for 'Destination' (Save as PDF), 'Pages' (All), 'Layout' (Portrait), 'Paper size' (A4), 'Pages per sheet' (1), 'Margins' (None), 'Scale' (Default), and an 'Options' section with a checkbox for 'Background graphics'. 'Save' and 'Cancel' buttons are at the bottom of the dialog.

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.



More settings

Paper size: A4

Pages per sheet: 1

**Margins: None**

Scale: Default

Options:  Background graphics

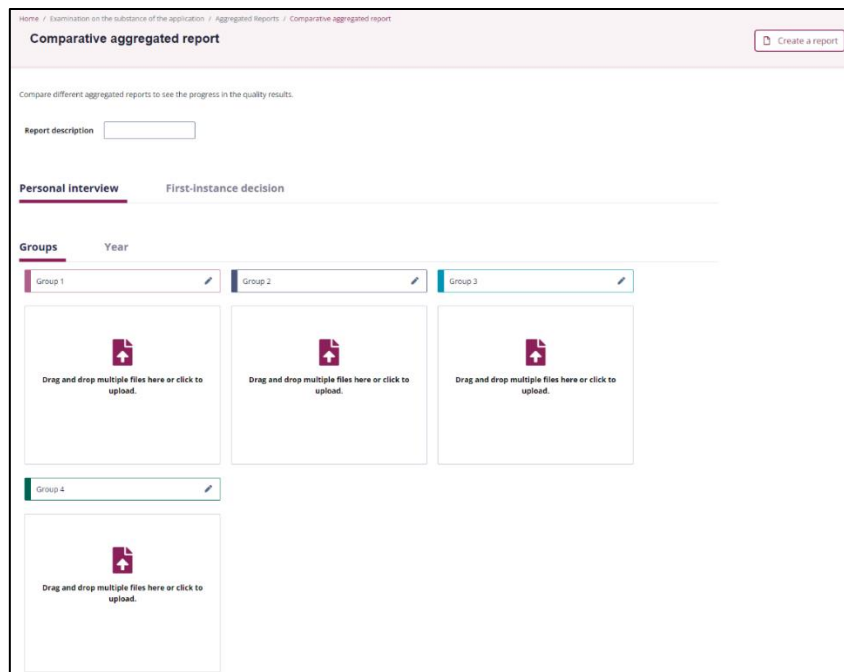
Figure 58 - Print Margin Settings

## 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



Home / Examination on the substance of the application / Aggregated Reports / Comparative aggregated report

Comparative aggregated report Create a report

Compare different aggregated reports to see the progress in the quality results.

Report description:

Personal interview | First-instance decision

Groups | Year

Group 1 | Group 2 | Group 3

Group 4

Drag and drop multiple files here or click to upload.

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.

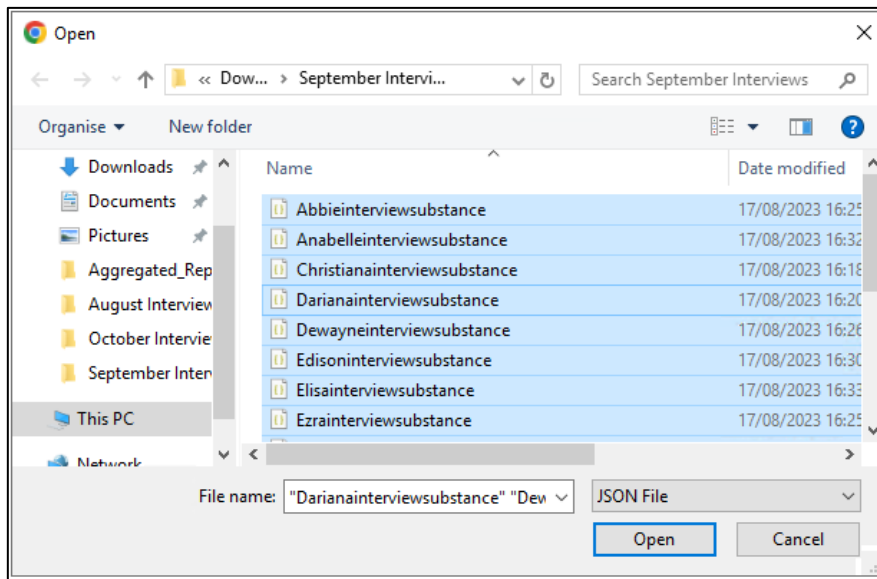


Figure 61 - Comparative Aggregated Reports Groups – Upload

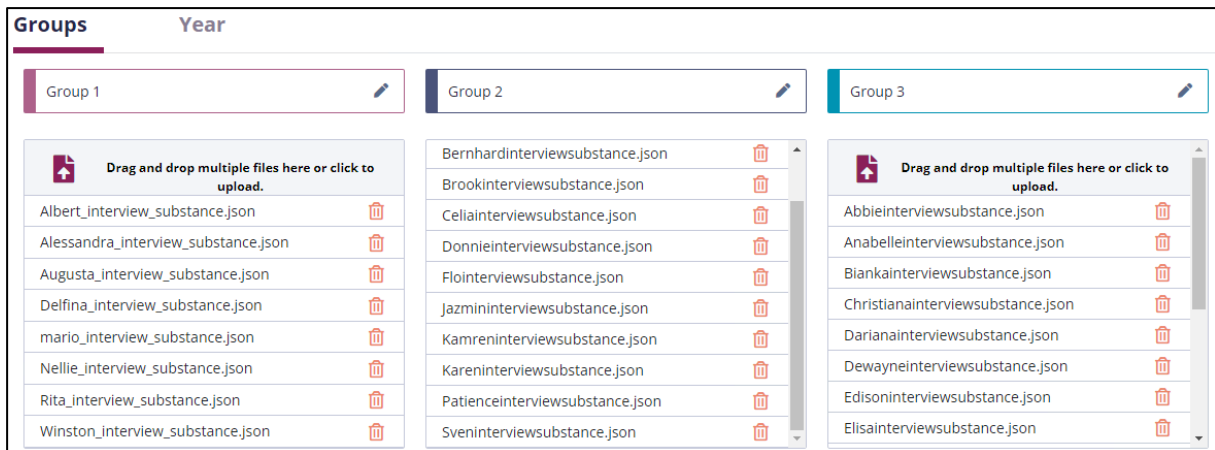


Figure 62 - Comparative Aggregated Report - Uploaded to Multiple Groups

**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 the trash 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.

You can now select the filters for the comparative aggregated report

Select parameters

Group/Year	Overall quality	Office	Team/Unit	Country of origin
Filter column...	Filter column...	Filter column...	Filter column...	Filter column...
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 elius. 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

Showing 18 assessment form(s) out of 18 [Remove filters](#) [Export as CSV](#)

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.

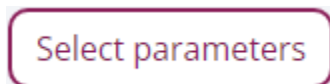


Figure 64 - Reports Table - Select Parameters Button

Column Title Deselect all  Select all

<input checked="" type="checkbox"/> Group/Year	<input type="checkbox"/> Religion	<input type="checkbox"/> Duration of the interview
<input checked="" type="checkbox"/> Overall quality	<input type="checkbox"/> Sex of the applicant	<input type="checkbox"/> Grounds for the application
<input type="checkbox"/> Case file reference	<input type="checkbox"/> Special needs	<input type="checkbox"/> Decision outcome
<input type="checkbox"/> Interviewer	<input type="checkbox"/> Date of lodging the application	<input type="checkbox"/> Quality assessor
<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Date of interview	<input type="checkbox"/> Assessment date
<input checked="" type="checkbox"/> Team/Unit	<input type="checkbox"/> Language of the interview	<input type="checkbox"/> Assessment based on
<input checked="" type="checkbox"/> Country of origin	<input type="checkbox"/> Applicant presence	<input checked="" type="checkbox"/> Correct %
<input type="checkbox"/> Stateless	<input type="checkbox"/> Interview conducted through int...	<input type="checkbox"/> Total significant errors
<input type="checkbox"/> Nationality/Ethnicity	<input type="checkbox"/> Legal representative present d...	

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.

Group/Year	Overall quality
<input type="text" value="Group 2"/>	<input type="text" value="Filter column..."/>
Group 2	LOW
Group 2	LOW

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.

Remove filters

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.

Export as CSV

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

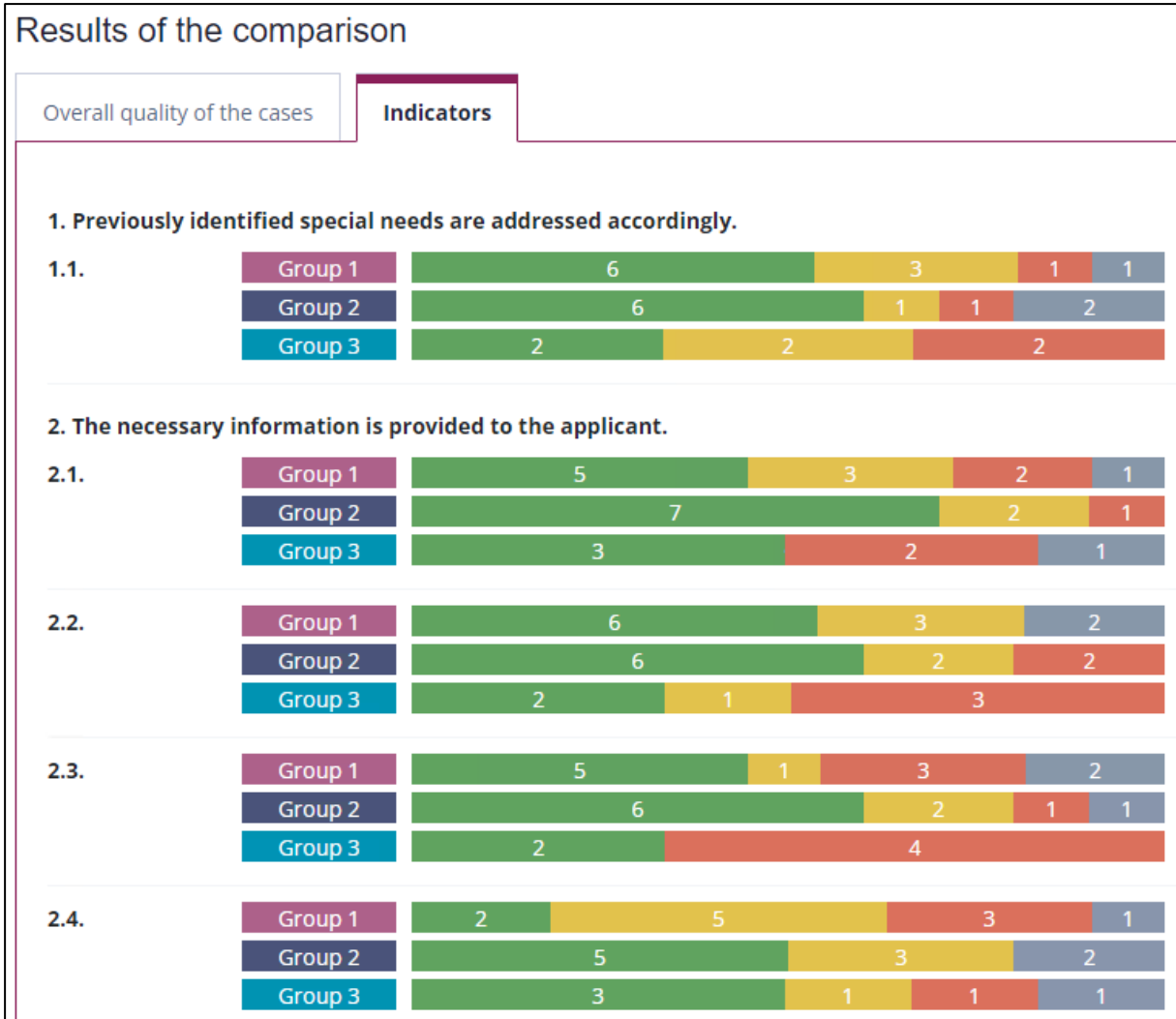


Figure 71 - Groups Indicators Bar Chart



## 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.

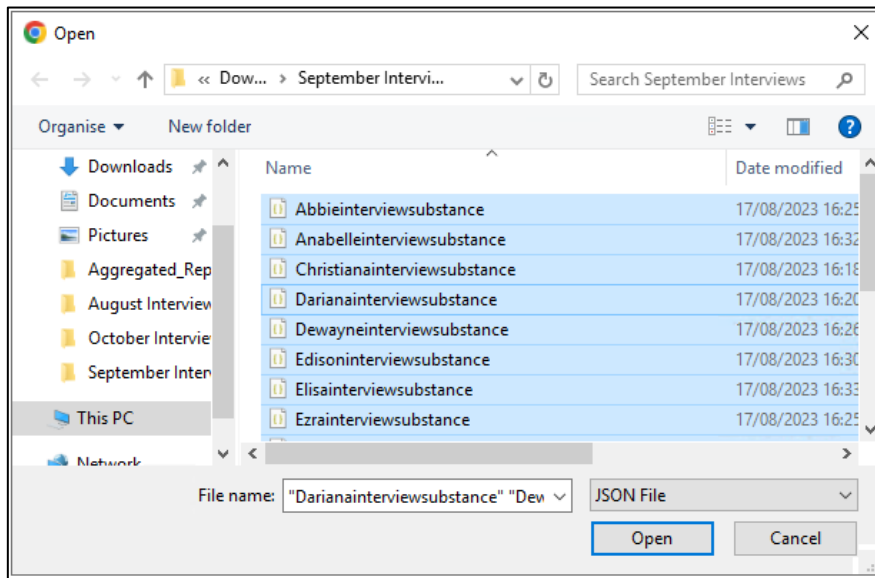


Figure 72 - Comparative Aggregated Reports Year - Upload

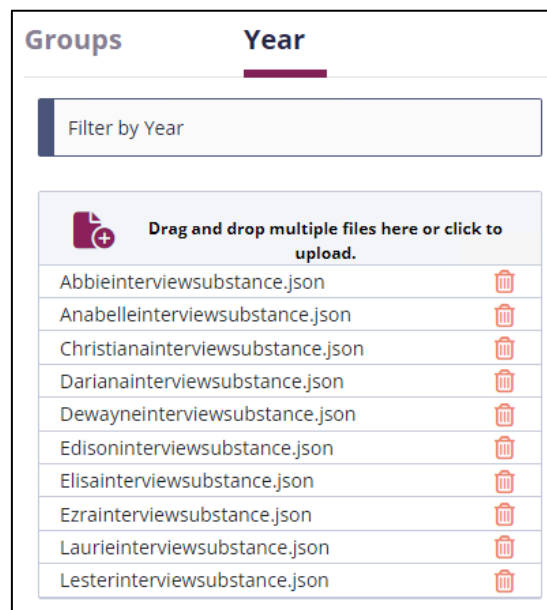



Figure 73 - Comparative Aggregated Report - Uploaded to Year





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.

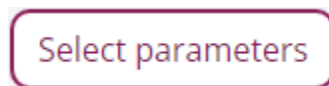


Figure 75 - Reports Table - Select Parameters Button





Column Title			Deselect all <input type="checkbox"/>	Select all <input type="checkbox"/>
<input checked="" type="checkbox"/> Group/Year	<input type="checkbox"/> Religion	<input type="checkbox"/> Duration of the interview		
<input checked="" type="checkbox"/> Overall quality	<input type="checkbox"/> Sex of the applicant	<input type="checkbox"/> Grounds for the application		
<input type="checkbox"/> Case file reference	<input type="checkbox"/> Special needs	<input type="checkbox"/> Decision outcome		
<input type="checkbox"/> Interviewer	<input type="checkbox"/> Date of lodging the application	<input type="checkbox"/> Quality assessor		
<input checked="" type="checkbox"/> Office	<input type="checkbox"/> Date of interview	<input type="checkbox"/> Assessment date		
<input checked="" type="checkbox"/> Team/Unit	<input type="checkbox"/> Language of the interview	<input type="checkbox"/> Assessment based on		
<input checked="" type="checkbox"/> Country of origin	<input type="checkbox"/> Applicant presence	<input type="checkbox"/> Correct %		
<input type="checkbox"/> Stateless	<input type="checkbox"/> Interview conducted through int...	<input type="checkbox"/> Total significant errors		
<input type="checkbox"/> Nationality/Ethnicity	<input type="checkbox"/> Legal representative present d...			

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.

Group/Year	Overall quality
<input type="text" value="2021"/>	<input type="text" value="Filter column..."/>
2021	MODERATE
2021	HIGH

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.

Remove filters

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.

Export as CSV

Figure 79 - Export as CSV Button





#### 4.2.2.4 Overall Quality of the Cases

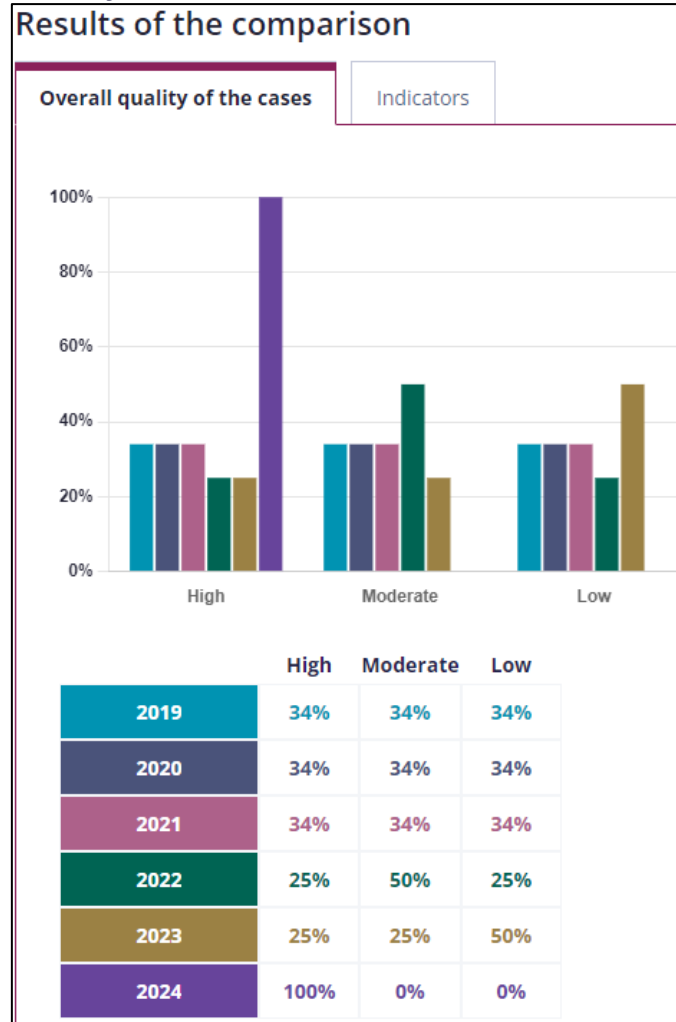


Figure 80 - Overall Quality of the Cases Year Chart

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

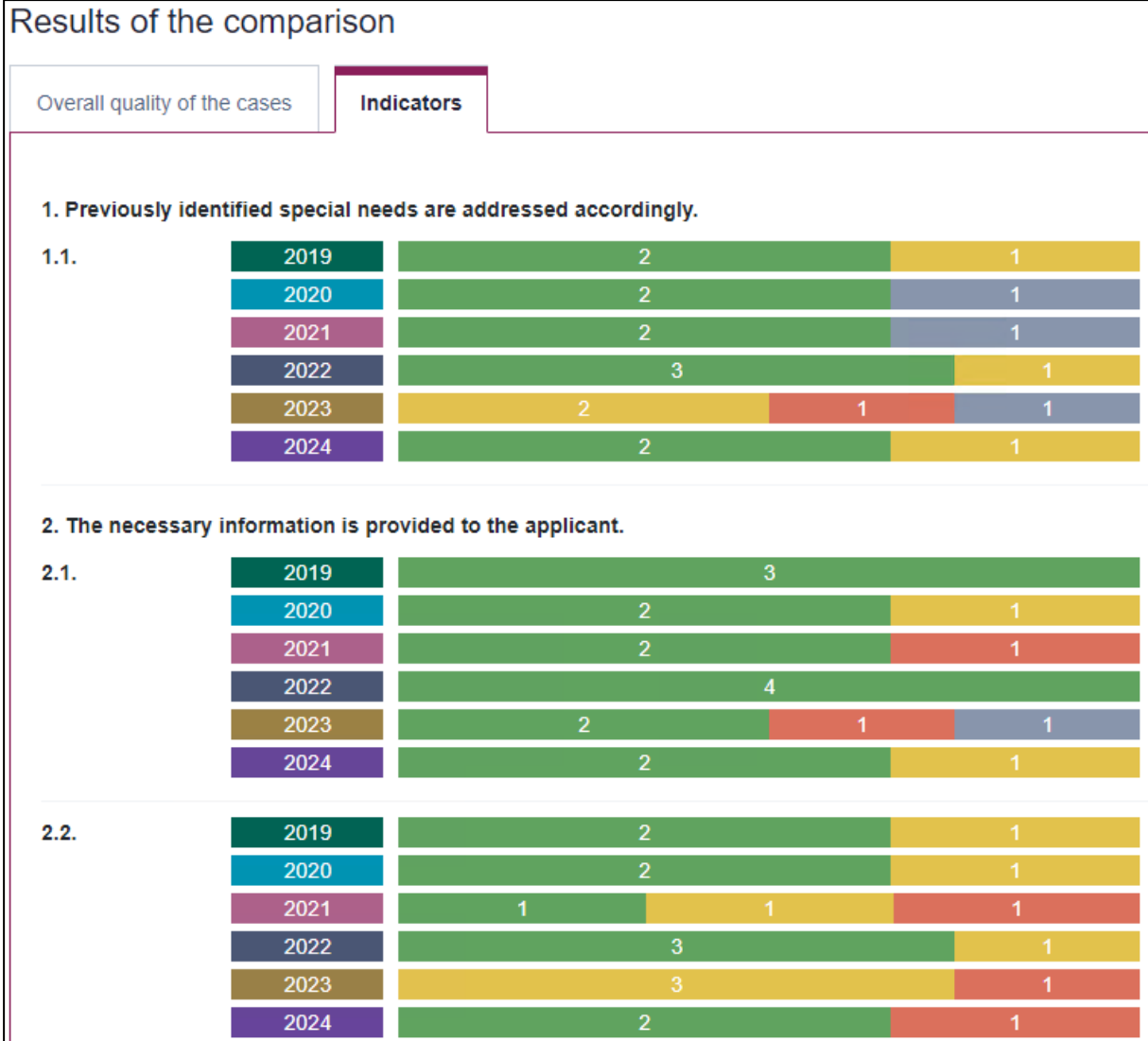


Figure 81 - Year Indicators Bar Chart





### 4.2.3 Create a Report

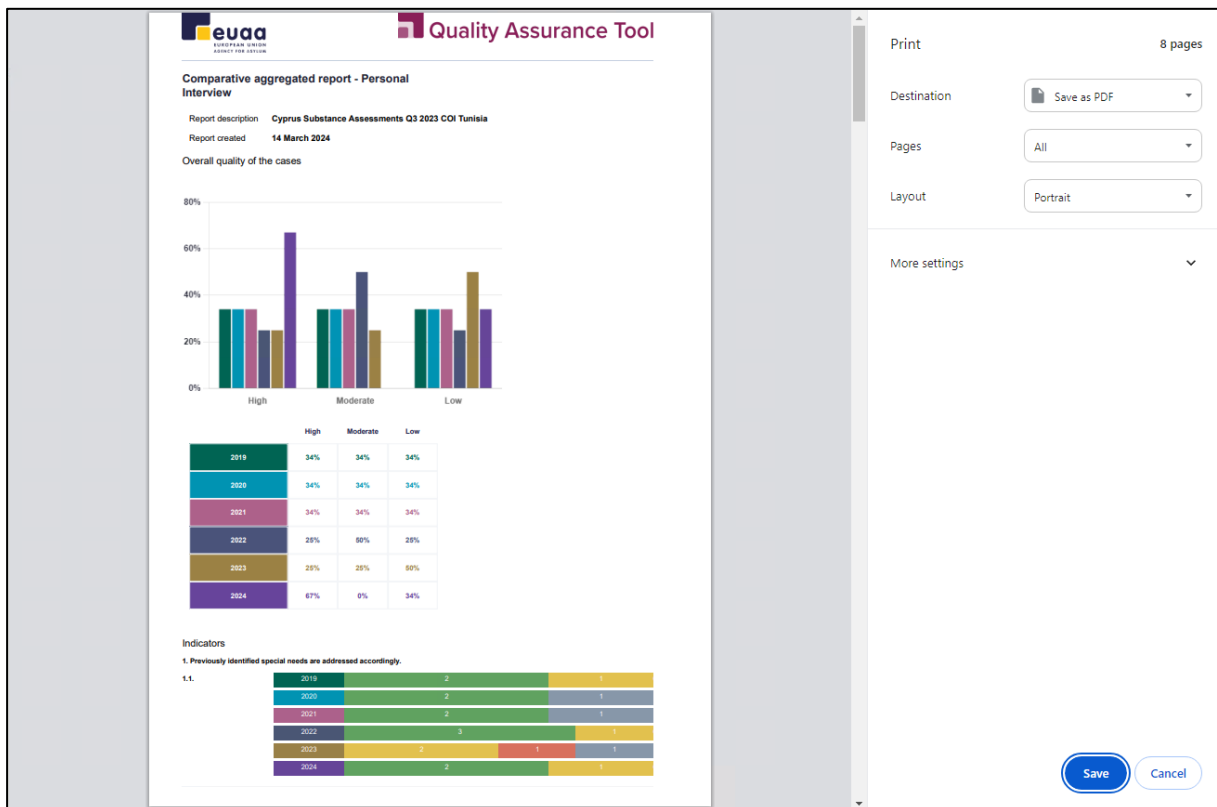
Click the 'Create a Report' button in the top-right corner of the page.



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.



The screenshot shows the 'Quality Assurance Tool' interface. The main content area displays a 'Comparative aggregated report - Personal Interview' for 'Cyprus Substance Assessments Q3 2023 COI Tunisia', created on 14 March 2024. It includes a bar chart showing the overall quality of cases (High, Moderate, Low) and a table with the following data:

	High	Moderate	Low
2019	34%	34%	34%
2020	34%	34%	34%
2021	34%	34%	34%
2022	28%	60%	28%
2023	28%	28%	50%
2024	67%	0%	34%

Below the table, there are 'Indicators' and a horizontal bar chart. The print settings sidebar on the right shows 'Print' (8 pages), 'Destination' (Save as PDF), 'Pages' (All), and 'Layout' (Portrait). 'Save' and 'Cancel' buttons are at the bottom right.

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.





More settings ^

Paper size A4 ▼

Pages per sheet 1 ▼

**Margins** None ▼

Scale Default ▼

Options  Background graphics

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.

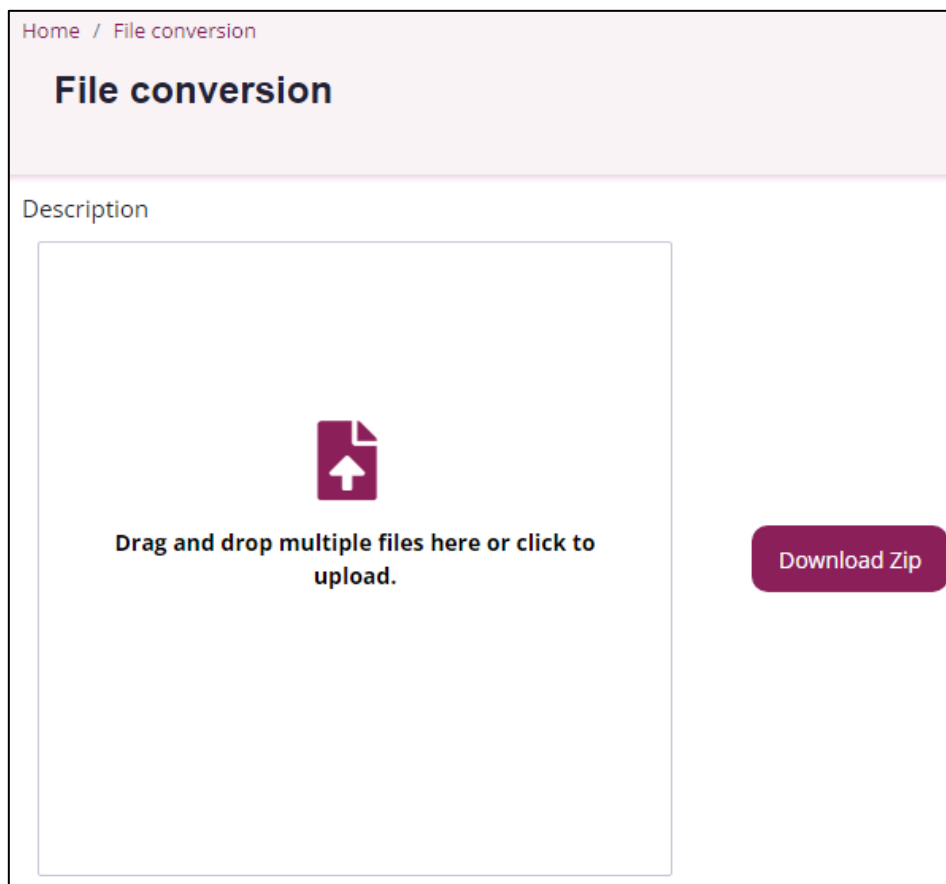


Figure 87 - File Conversion Page

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

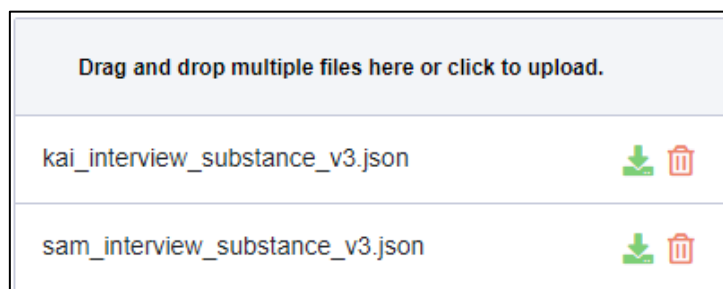





Figure 88 - Converted Files





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.



Download Zip

*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'.

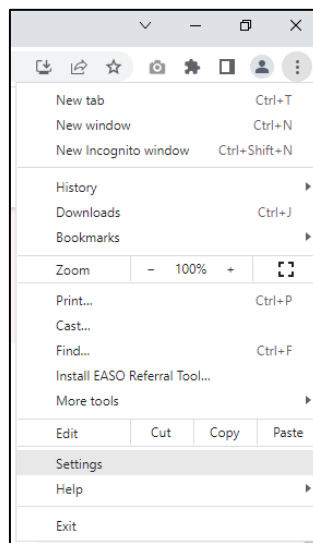


Figure 90 - Google Chrome Options Menu

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'.

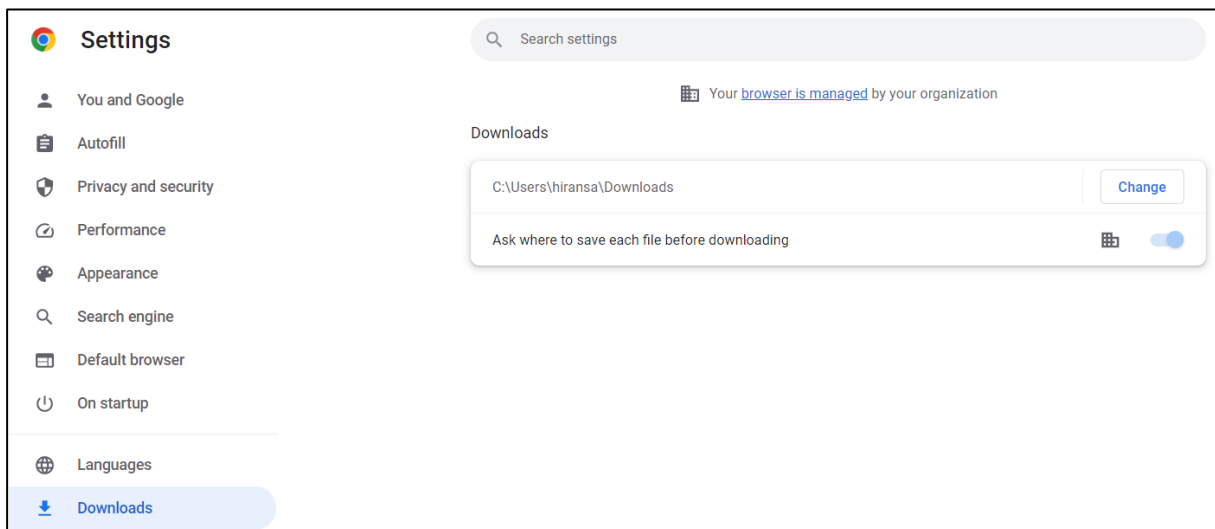


Figure 91 - Google Chrome Download Settings



## 7.2 Microsoft Edge

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

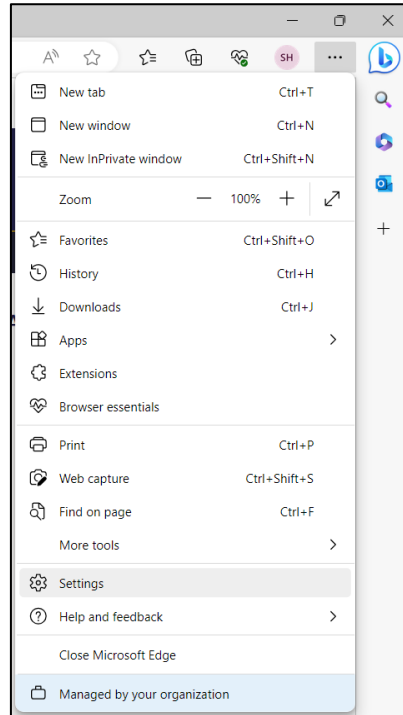


Figure 92 - Microsoft Edge Options Menu

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'.

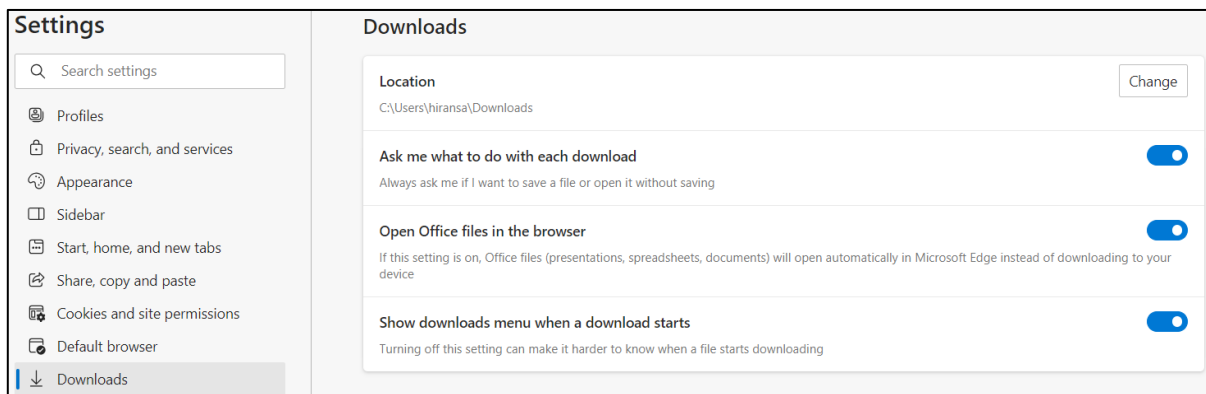


Figure 93 - Microsoft Edge Download Settings





## 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...'

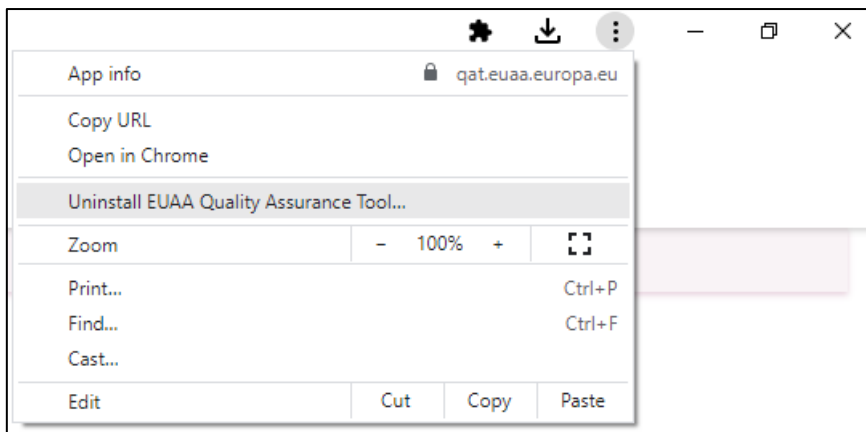


Figure 94 - Uninstall Application - Chrome

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

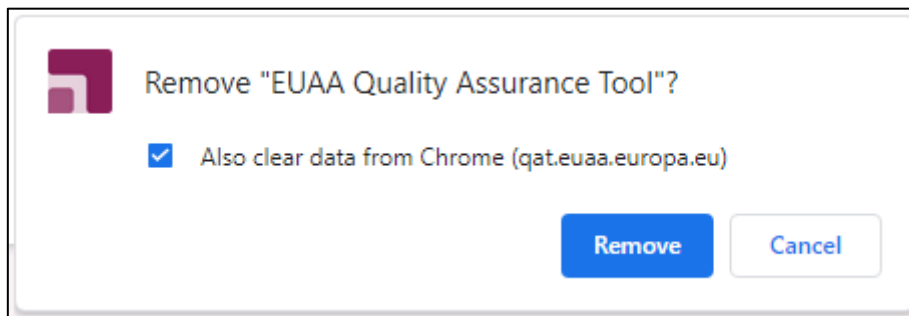


Figure 95 - Confirm Uninstallation - Chrome

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'.

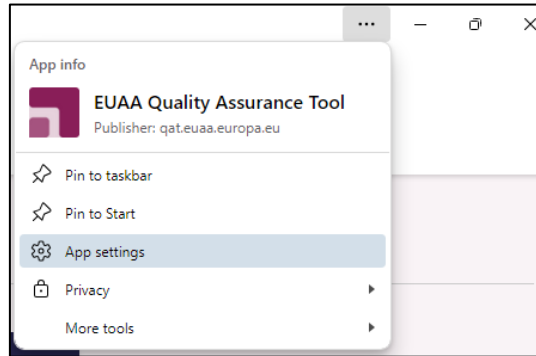


Figure 96 - Uninstall Application - Edge

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

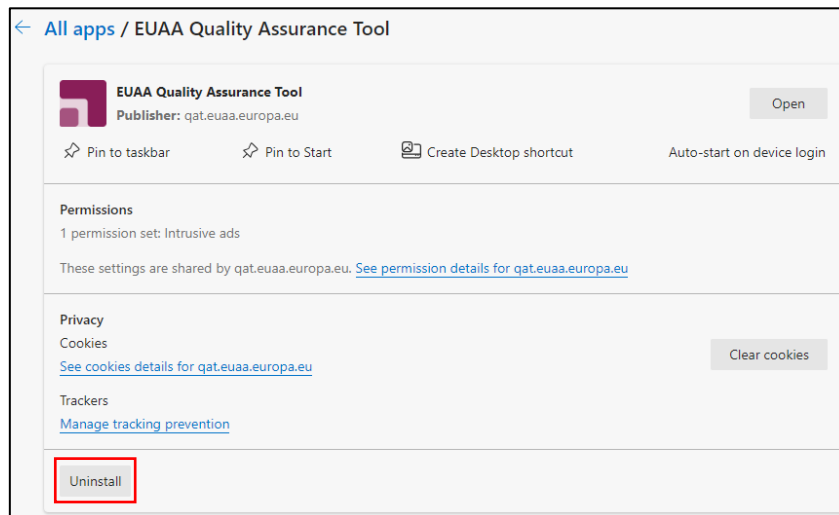


Figure 97 - App Settings - Edge

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

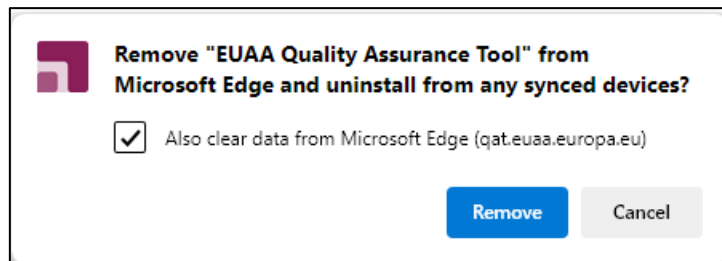


Figure 98 - Confirm Uninstallation - Edge

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	
<b>Chromium-based</b>	Yes	Yes	Yes	Yes	-	Includes Google Chrome, Microsoft Edge, Brave, Opera, Vivaldi, etc.
<b>Firefox</b>	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.

