



European Asylum  
Support Office

## User Guide

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# Quality Assurance Tool

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## History of Changes

Revision	Date	Created by	Short Description of Changes	Approved by
1.0.0	19/11/2018	Chara Chalkou	Document created for version 1.0.0	Nicola Fabiani
1.0.0	07/11/2018	Chara Chalkou	Review	Ioakeim Kalamaris
1.0.0	19/11/2018	Chara Chalkou	Review	Nicola Fabiani
2.0.0	07/10/2020	Ryan Blake	Document updated for version 2.0.0	Choutas Athanasios
2.1.0	14/12/2021	Ryan Blake	Document updated for version 2.1.0	Choutas Athanasios



# 1. Introduction

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EASO has developed a technical solution for the quality assurance tool that provides EU+ States with a built-in, user-friendly quality assurance 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 by applying the assessment methodology as outlined in [the EASO Quality Assurance Tool: Examining the application for international protection](#). The app also enables generating detailed reports based on sets of individual personal interviews and first-instance decisions assessment files.

The individual assessment forms can be saved in the **JSON (.js) 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 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 period of time, can be analysed, or the cases from a certain country of origin, etc. A detailed overview of the assessment results enables to identify strengths and weaknesses and the need for follow-up actions.

This user manual for the electronic version of the EASO Quality Assurance Tool (**QAT**) (from now on ‘the tool’) provides basic information for all business users.

The guide is based on the functionalities that are available up to the current date and release. The purpose of this document is to provide a guideline in the use of the tool.

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

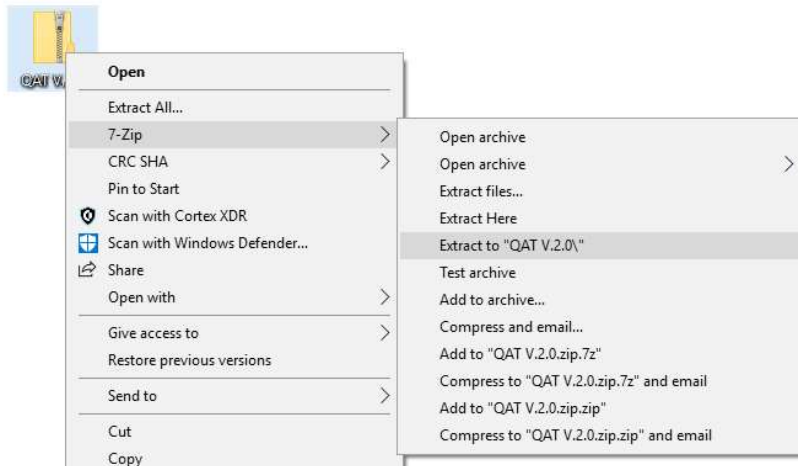
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<sup>1</sup> It is advisable to use one folder for saving the JSON files, which can be later used for generating detailed reports in the Reports tab. Both personal interview and first-instance decision files can be saved in the same folder. In order 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 by saving the same file multiple times, a number will be automatically added to the file name in order to prevent overwriting. However, it is strictly recommended to overwrite the previous file. Keeping several files of the same case in one folder would have a negative impact if used for generating a joint report by using the Reports tab in this application. As a consequence, the results could be inaccurate. Therefore, it is important that each case file is saved only once.

## 2. How to install the tool

- Download the zip folder named “qat.zip” from (to be decided)
- Extract (decompress) the zip folder to a folder

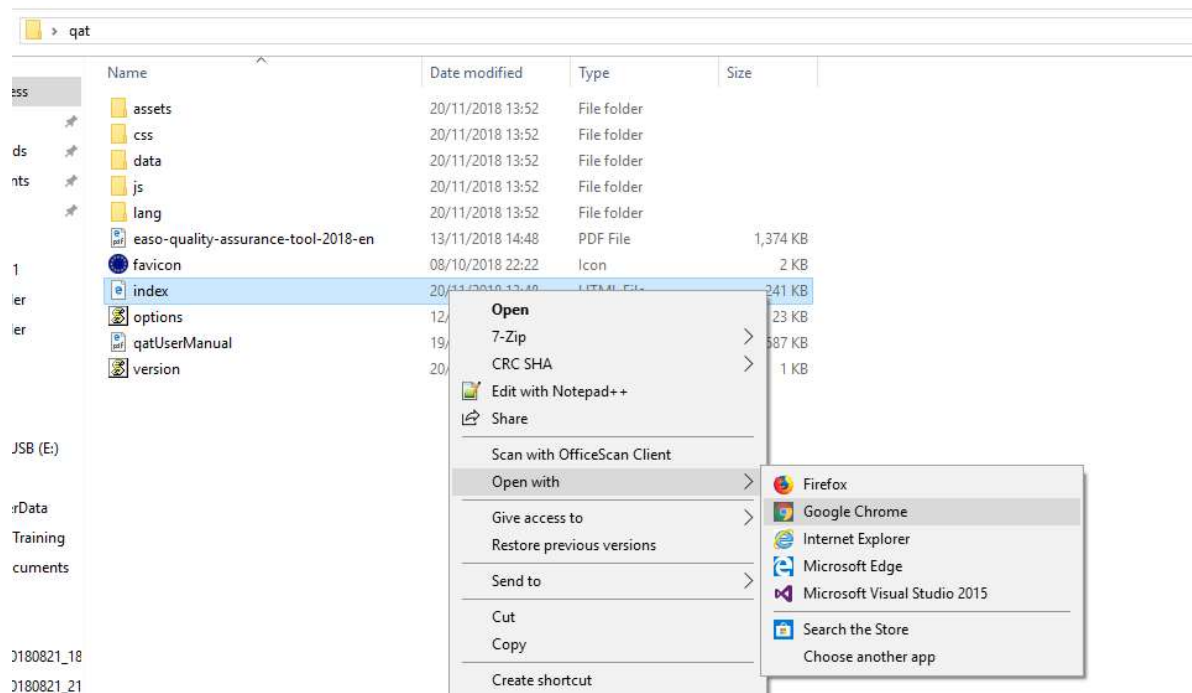


### 3. Access to the Tool

As a prerequisite, the tool shall be downloaded to the users' pc and extracted in a folder (see "How to install the tool").

The tool can be accessed in the tool folder:

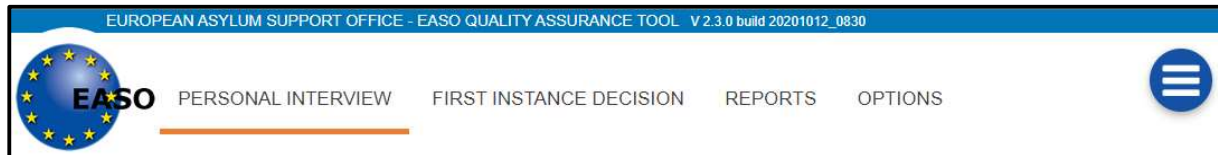
- Right click with mouse on index.html file,
- Choose the option "open with" and then select any supported browser.





## 4. Home page

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



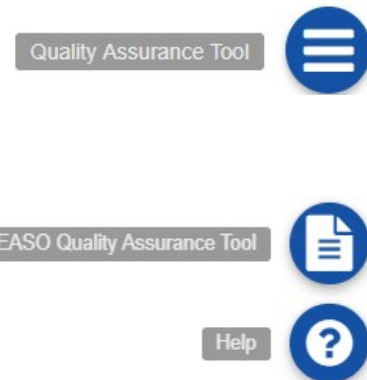
At the home page there are four available tabs:

1. **Personal Interview**
2. **First Instance Decision**
3. **Reports**
4. **Options**

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

**An action button** with different functionalities is available on the left side of the page. Apart from specific functionalities which are explained in sections 1, 2 and 3, the action button contains:

- EASO Quality Assurance Tool guidance
- User Manual





## 5. Personal Interview

### 5.1 Personal Interview assessment form

Personal Interview page contains the following sections and sub-sections:

#### 1. File Information

- Reference
- Applicant
- Case Data
- Assessment
- Other

“No special needs” is preselected as default. Where relevant, other option can be selected.

#### File information

Reference	
Case file reference*	<input type="text" value="Case file reference"/>
Interviewer*	<input type="text" value="Interviewer"/>
Team/Unit*	<input type="text" value="Team/Unit"/>
Applicant	
Country of origin*	<input type="text" value="Please make a selection"/>
Sex of the applicant*	<input type="text" value="Please make a selection"/>
Age of the applicant*	<input type="text" value="Please make a selection"/>
Special needs	<input checked="" type="text" value="No special needs"/>

## 2. Assessment form

- **Opening the interview section**

### Opening the interview

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

- **Conducting the interview section**

### Conducting the interview

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

5.1. The interviewer appropriately establishes rapport with the applicant.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

- **Substance of the interview section**

### Substance of the interview

#### 8. All material facts are identified and explored sufficiently.

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

- **Closing the interview section**

## Closing the interview

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

13.1. The interviewer confirms whether or not the applicant has understood all questions asked.

Please make a selection▼

Comments

13.2. The interviewer asks the applicant whether they want to add anything.

Please make a selection▼

Comments

13.3. The interviewer explains the next steps of the asylum procedure clearly.

Please make a selection▼

Comments

- **Interview record section**

## Interview record

### 14. Interview transcript/report rules are followed accordingly.

14.1. A thorough and factual report containing all substantive elements or a transcript, is made of the personal interview. It contains additional elements if applicable according to national practice.

Please make a selection▼

Comments

14.2. If applicable, an audio or audiovisual recording is made according to national practice.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

- **Conclusion**

## Conclusion

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

Please make a selection▼

Comments

### 3. Assessment

#### Assessment

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

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

The overall quality is:

The scale below is applied.



Save Draft Save Final

#### Assessment of the personal interview

Legend: Total correct (green), Total minor errors (yellow), Total significant errors (orange)



Please note that all mandatory fields have asterisks next to the label name. Upon saving without completing required fields, will mean the form can only be saved as a draft.

#### File information

##### Reference

Case file reference\*

Interviewer\*

Team/Unit\*

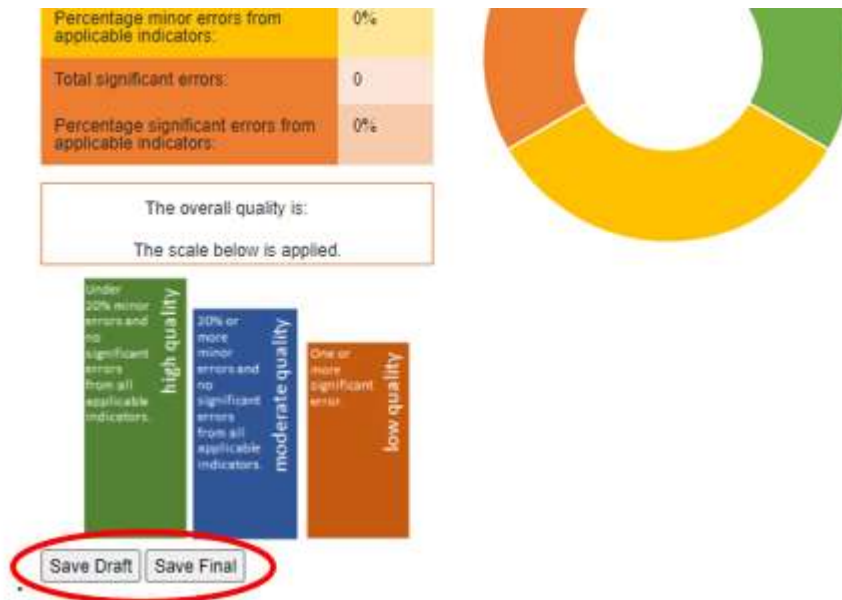
Case file reference

Interviewer

Team/Unit

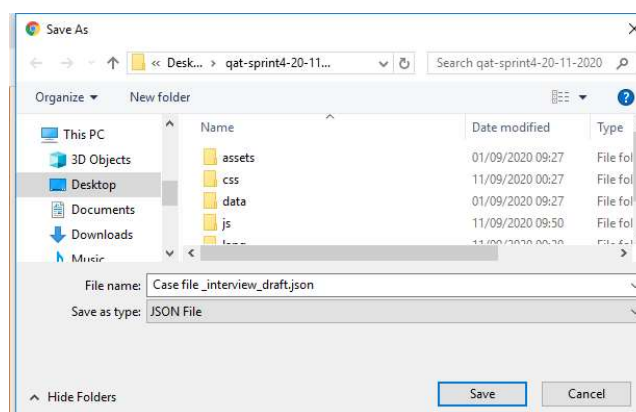
## 5.2 Save draft – Save final

An assessment can be saved either as draft or as final.



In order to save files in a desired location or to rename files, it is necessary to adjust **the setting of the browser**. For guidance in this regard see the section [Browser settings](#).

When the setting is appropriate, a "Save As" window will appear with the possibility to select the location or to rename the file.



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

After clicking on 'Save Draft/Final' a JSON-file is saved in the selected folder. The file name will consist of the case file reference, an indication if the assessment concerns the interview or decision and, if applicable, an indication if it concerns a draft version.

E.g. 123456AZ\_interview  
123456AZ\_decision\_draft

The 'Save Draft' allows you to save an incomplete assessment in order to continue the assessment at a later point in time. Assessments that are saved as drafts will not be counted when generating aggregated reports through the reporting-tab.

The 'Save Final' button will save the assessment in a way that its results will be taken up in the aggregated reports. The 'Save Final' button is only available when all the mandatory fields have been filled in.

**Please note that by saving the same file multiple times, your computer will automatically add between brackets a number to the file name in order to prevent overwriting. However, when using the 'Save Final' button several times, it is strictly recommended to remove the added number and overwrite the previous file. Keeping several files of the same case in one folder will lead to double counting when creating aggregated reports under the 'reports' tab. As a consequence, the report results will be inaccurate. Therefore, it is important that each case file is saved only once.**

### 5.3 Start new assessment

The user is able to open a blank assessment form and to start a new assessment by clicking on action button and then Start new assessment.



## 5.4 Open an existing file

The user is able to open a Personal interview json file or a draft Personal interview json file by clicking on action button and then open file.



The user should choose a file json from their pc.



After clicking on “Open file” button, all information of the selected personal interview or first instance decision assessment is displayed.

The user is able to provide any modification and then save the changes (for guidance regarding saving a file see section [1.2 Save draft - Save final](#)).

## 5.5 PDF Report

The user is able to export a personal interview or first instance decision assessment in pdf form by clicking on action button and then Report.



After clicking on this button, a .pdf file is downloaded with name consisting of the case file reference, an indication if the assessment concerns the interview or decision report and date in the format `yyyymmdd`, which is saved on user's pc. This may vary for different browsers, please see section **7.4 Export report to pdf** for an explanation how this varies between browsers.

E.g.     123456AZ\_interview\_report\_20210101  
          123456AZ\_decision\_report\_20210101

## 6. First Instance Decision

### 6.1 First Instance Decision assessment form

The First Instance Decision page contains the following sections and sub-sections:

#### 1. File Information

- Reference
- Applicant
- Case Data
- Assessment
- Other

“No special needs” is preselected as default. Where relevant, other option can be selected.

File information

---

**Reference**

Case file reference*	<input type="text" value="Case file reference"/>
Decision-maker*	<input type="text" value="Decision-maker"/>
Team/Unit*	<input type="text" value="Team/Unit"/>

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**Applicant**

Country of origin*	<input type="text" value="Please make a selection"/>
Sex of the applicant*	<input type="text" value="Please make a selection"/>
Age of the applicant*	<input type="text" value="Please make a selection"/>
Special needs	<input type="text" value="No special needs"/>

## 2. Assessment form

- **Introduction section**

### Introduction

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

- **Basis of Claim section**

### Basis of claim

3. The basis of claim correctly sets out all material facts.

3.1. The basis of claim correctly identifies and presents all material facts.

Please make a selection▼

Comments

4. The basis of claim correctly identifies the future fear.

4.1. The basis of claim correctly specifies who and what the applicant fears, and why.

Please make a selection▼

Comments

5. If applicable, evidence presented by the applicant is correctly outlined in the basis of claim.

5.1. Evidence presented by the applicant is correctly outlined according to national practice.

Please make a selection▼

Comments

- **Credibility assessment section**

### Credibility assessment

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

6.1. The evidence is linked correctly to each material fact.

Please make a selection▼

Comments

6.2. Credibility indicators are applied correctly.

Please make a selection▼

Comments

6.3. The concept of plausibility is applied objectively.

Please make a selection▼

Comments

- **Risk assessment section**

## Risk assessment

### 9. The risk on return is accurately and fully assessed.

9.1. The decision correctly identifies and assesses the risk on return (who, what and why).

Please make a selection▼

Comments

9.2. Country of origin information is relevant, up to date and correctly referenced.

Please make a selection▼

Comments

9.3. The correct standard of proof has been applied (reasonable degree of likelihood) in assessing risk on return.

Please make a selection▼

Comments

- Legal analysis section

## Legal analysis

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

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

Please make a selection▼

Comments

10.2. The subjective and objective elements of the stated fear are assessed correctly.

Please make a selection▼

Comments

### 11. Reasons for persecution are identified and assessed correctly.

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

Please make a selection▼

Comments

- Form section

## Form

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

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

## Efficiency section

## Efficiency

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

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

Please make a selection▼

Comments

## Conclusion

### Conclusion

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

Please make a selection▼

Comments

## 3. Assessment

### Assessment

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

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

### Assessment of the decision

■ Total correct
 ■ Total minor errors
 ■ Total significant errors



The overall quality of the decision is:

The scale below is applied.



Save Draft

Save Final

Please note that all mandatory fields have asterisks next to the label name. Upon saving without completing required fields, will mean the form can only be saved as a draft.



## 6.2 Save draft - Save final

For guidance regarding saving the files, please see section [1.2. Save draft - Save final](#).

## 6.3 Start new assessment

For guidance regarding a new assessment, please see section [1.3 Start new assessment](#).

## 6.4 Open an existing file

For guidance regarding opening an existing file, please see section [1.4 Open an existing file](#).

## 6.5 PDF Report

For guidance regarding exporting the first instance decision assessment in pdf, please see section [1.5 PDF Report](#).

## 7. Reports



### 7.1 Reports page

The Reports tab enables generating reports based on the individual quality assessments from the Personal Interview and First Instance Decision tab.

The Report tab consists of following sections:

- Detailed overview of imported cases with specific information

Total applicable	Total correct	Correct %	Total minor errors	Minor errors %	Total significant errors	Significant errors %	Overall quality	Case file reference	Interviewer	Team/Unit	Country of origin	Sex of the applicant	Age of the applicant	Special needs
17	5	29.41%	7	41.18%	5	29.41%	LOW	case 0001dd		b	Afghanistan	Other	Adult	Accompanied mino
25	8	32.00%	8	32.00%	9	36.00%	LOW	taylor	a	team 1	Albania	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		taylor_1			Algeria	Female		
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan	Female	Adult	Accompanied mino
0	0	0%	0	0%	0	0%		case 0001dd		b	Afghanistan	Female	Adult	Accompanied mino
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	a	team 1ggg	Albania	Female	Adult	Accompanied mino
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	a	team 1	Albania	Female	Adult	Accompanied mino
4	3	75.00%	1	25.00%	0	0.00%	MODERATE	euler		team 1	Afghanistan	Female	Adult	Unaccompanied m
2	2	100.00%	0	0.00%	0	0.00%	HIGH	taylor	a	team 1	Albania	Female	Adult	Accompanied mino

Detailed overview include specific information which can be filtered and sorted (see section [3.5. Filtering and sorting the data](#)).

Specific information include:

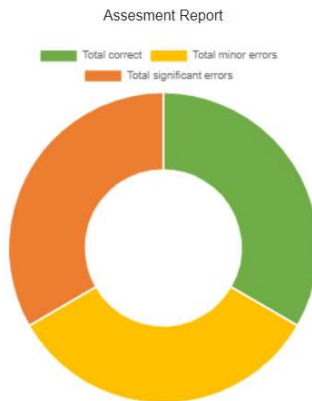
- As regards personal interviews files:
  - Overall quality
  - Case file reference
  - Interviewer
  - Team/Unit
  - Country of origin
  - Special needs
  - Date of lodging the application
  - Date of interview
  - Language of the interview
  - Grounds for the application
  - Decision outcome
  - Quality assessor
  - Assessment date
  - Conclusion



- Sex of the applicant
  - Age of the applicant
  - Duration of the interview
  - Interview conducted through interpreter
  - Legal representative present during the interview
  - Assessment based on
    - Correct %
    - Total significant errors
- As regards the first-instance decision files:
- Overall quality
  - Case file reference
  - Decision maker
  - Team/Unit
  - Country of origin
  - Special needs
  - Date of lodging the application
  - Date of interview
  - Date of decision
  - Grounds for the application
  - Decision outcome
  - Quality assessor
  - Assessment date
  - The decision is issued according to the prescribed timelines
  - Conclusion
- 
- Sex of the applicant
  - Age of the applicant
  - Interview conducted by the decision-maker
  - Number of pages of the decision
- 
- Correct %
  - Total significant errors

- **Charts and graphs:**
  - **Assessment data**
  - **Assessment report**
  - **The overall quality of the cases**

Number of cases:	0
Date from:	31/12/2100
Date to:	01/01/1900
Percentage correct from applicable indicators:	0%
Total minor errors:	0
Percentage minor errors from applicable indicators:	0%
Total significant errors:	0
Percentage significant errors from applicable indicators:	0%



The table on the left provides information about the number of imported cases, the assessment dates, the percentage of correct indicators, and the percentage and the total number of minor and significant errors from applicable indicators.

The assessment report displays the percentage of correct indicators, minor and significant mistakes from the applicable indicators.

The overall quality of the cases graph shows the number of cases of high, moderate and low quality in accordance with the scale below:



- **Detailed overview of the assessment results for each indicator**

The table includes list of indicators related to personal interview or first-instance decision (depending on the selected type of report (see section [3.3. Select a type of report](#)) and for each indicator the percentage of correct, minor and significant mistakes and the total number of applicable indicators and cases.

Indicator	Correct	Minor Errors	Significant Errors	Total Applicable Number of Cases
3.1. Special needs, which have been previously identified, are taken into account when arranging the interview. For example – appropriate gender of the interviewee, where appropriate – unaccompanied children have a representative present – practical arrangements are made for persons with disabilities – other relevant procedural guarantees are put in place	70%	1%	20%	60
3.2. Information on the acts of the interview is provided	70%	20%	0%	60
3.3. Information regarding confidentiality is provided	100%	0%	0%	60
3.4. Information on the role of all persons present is provided	60%	10%	0%	60
3.5. Information on the obligation to cooperate is provided	100%	0%	0%	60
3.6. Information on border and possibility to ask for border is provided	90%	0%	0%	60
3.7. Other mandatory information according to relevant practice is provided	70%	20%	0%	60
3.8. The applicant is asked whether they understood the interview and its aims	100%	0%	0%	60

- **Report comments**

Report comments

The user can add additional comments in the Report comments, which is located at the bottom of the Reports page. The comments will be exported to the PDF report (see section [3.4. Export report to PDF](#)).

Report comments

At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga.

Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae.

Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat

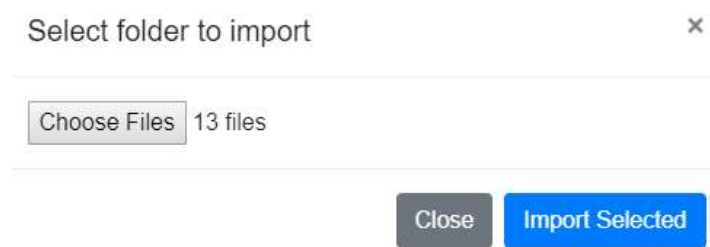
## 7.2 Importing files

The user can import a folder with json files from their pc by clicking on action button and then Import folder. The folder can include both Personal Interview and First Instance Decision files.

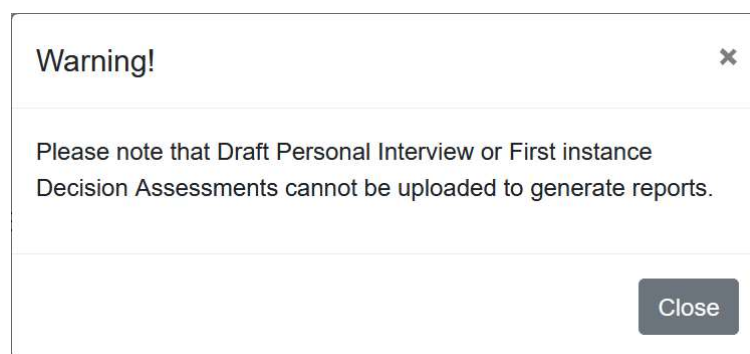
**Only json files are valid for importing.** Please note that Draft Personal Interview or Draft First Instance Decision Assessments cannot be uploaded to generate reports.



After clicking on “Import Selected” button the files are uploaded:



Any draft file will present the following warning.



By importing the files, following functions will be activated:

- Detailed overview of imported cases with specific information;
- Charts and graphs (Assessment data, Assessment report, The overall quality of the cases);
- Detailed overview of the assessment results for each indicator.

## 7.3 Select a type of report

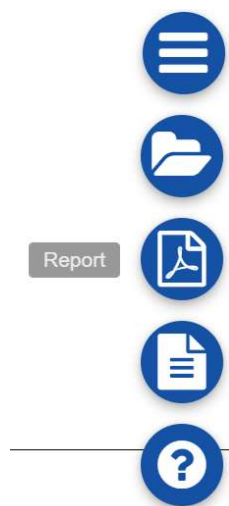
The user should select the type of report by clicking either on Personal interview button to deal with Personal interview json files, or First-instance decision button to deal with First-instance decision json files.

By default, the Personal Interview option is selected when the files are imported.



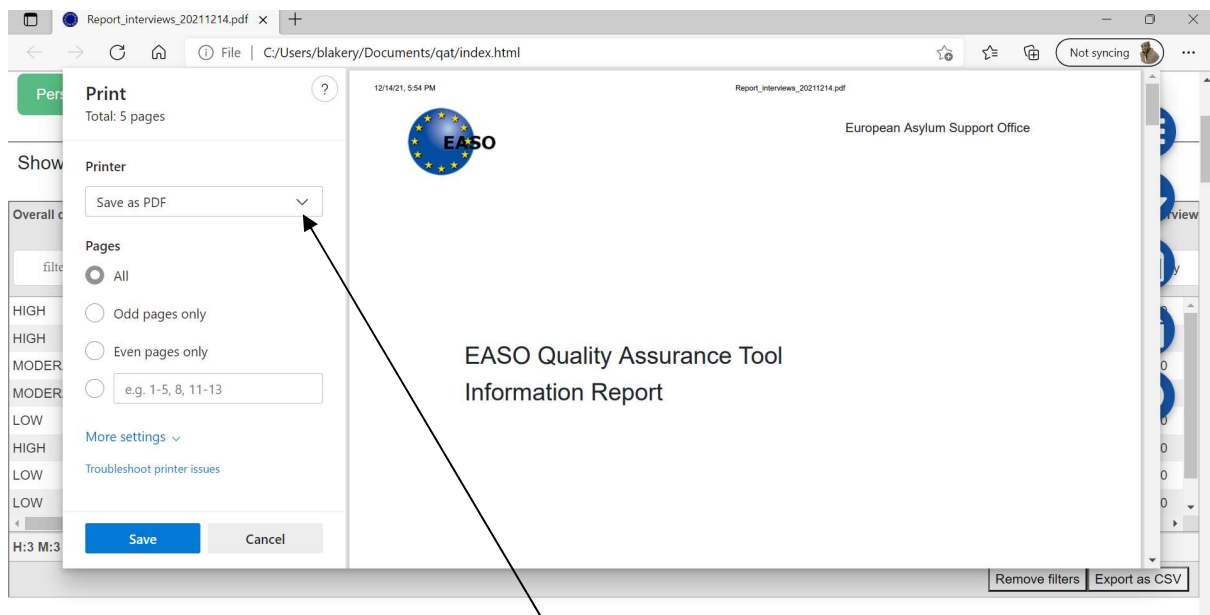
## 7.4 Export report to PDF

The user is able to export the report to pdf format by clicking on action button and then Report.

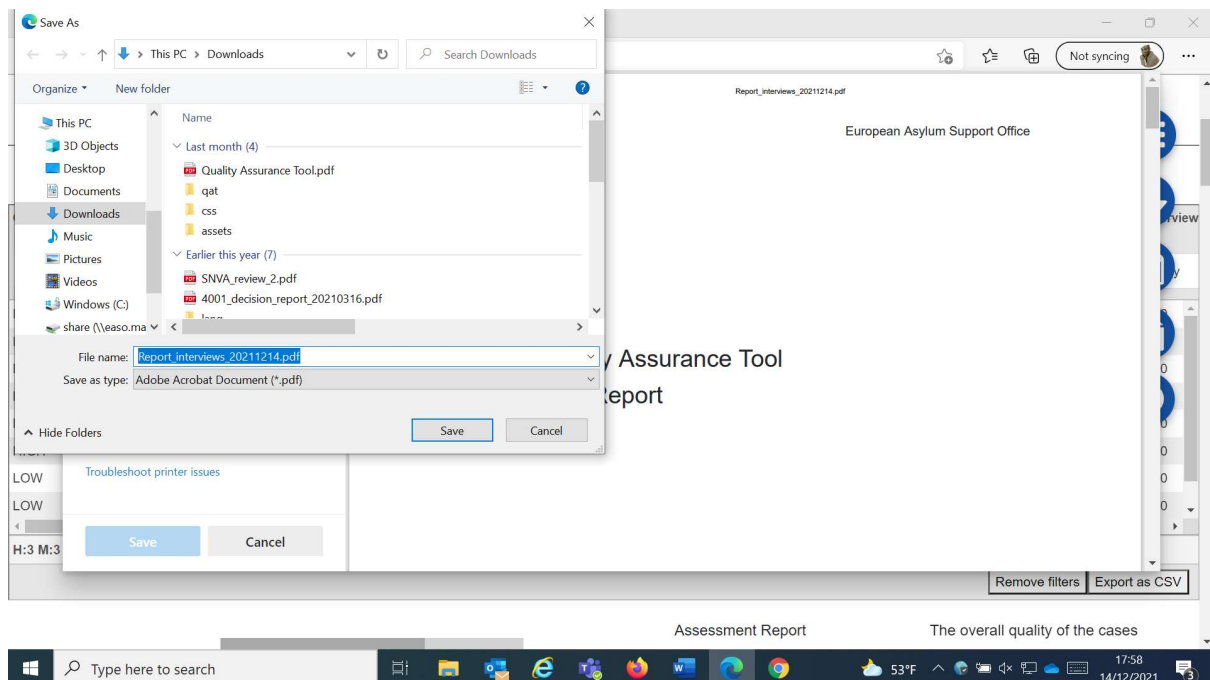


After clicking on this button a pdf file is downloaded with name: Report\_interviews\_yyyymmdd for personal interview files or Report\_decisions\_yyyymmdd for first instance decision files, which is saved on user's pc.

## PDF Report Edge



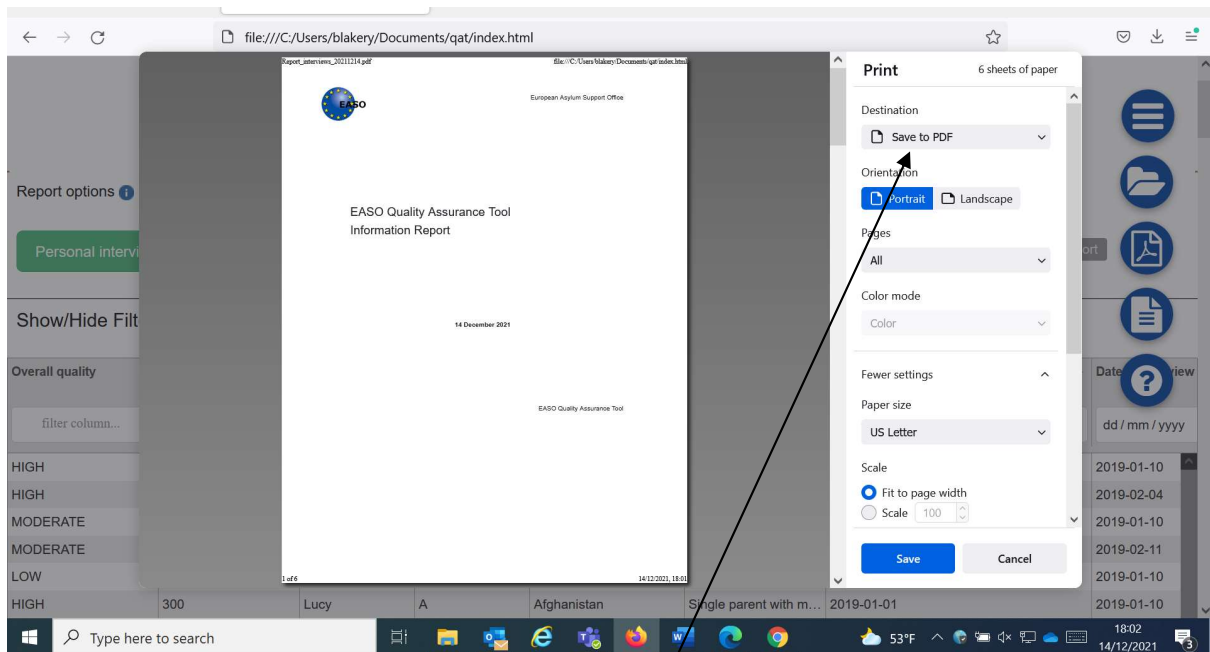
Once presented with the print screen, select Save as PDF



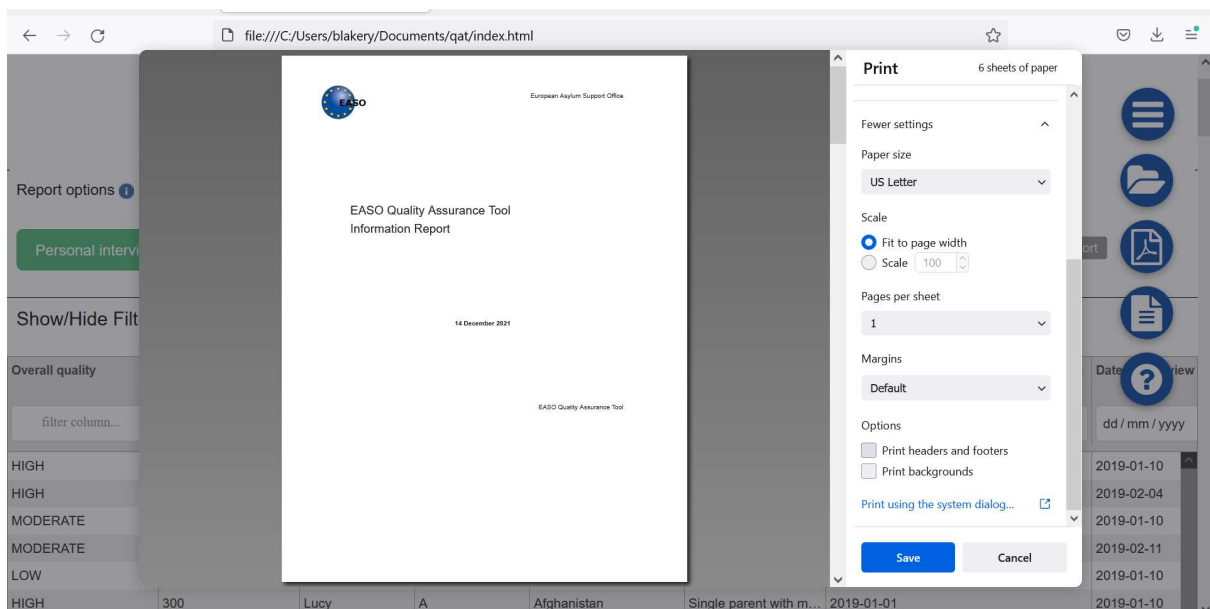
You can now save the file to a suitable location.



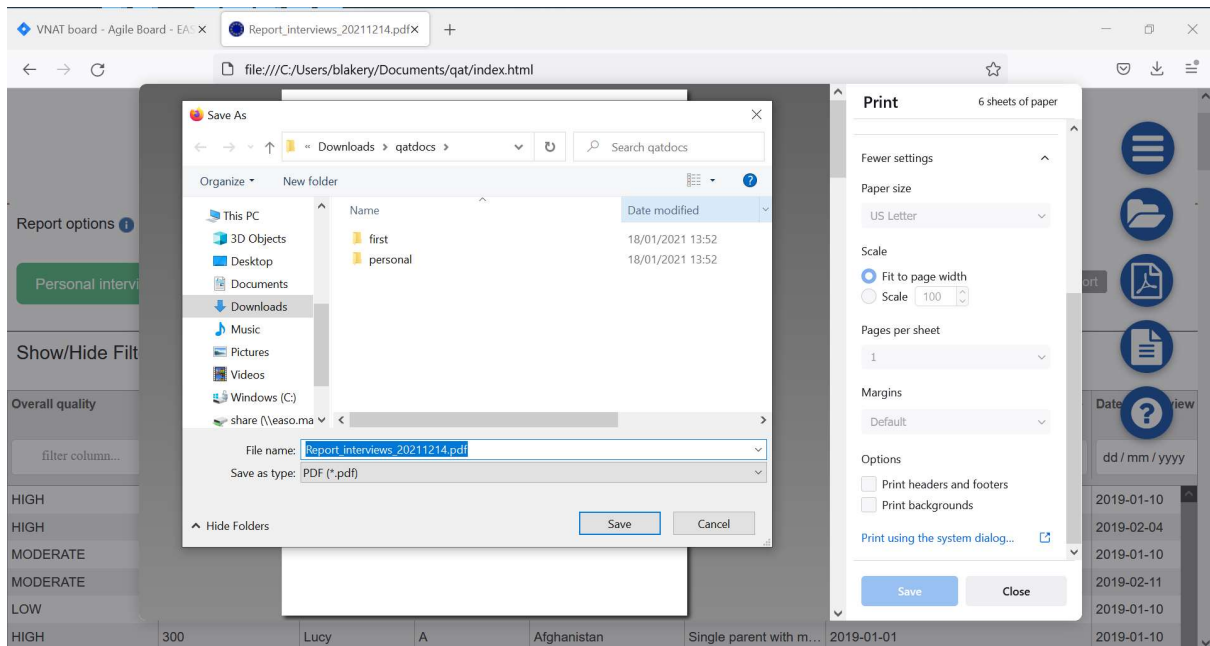
## PDF Download Firefox



After selecting the PDF icon, set the destination to 'Save to PDF'

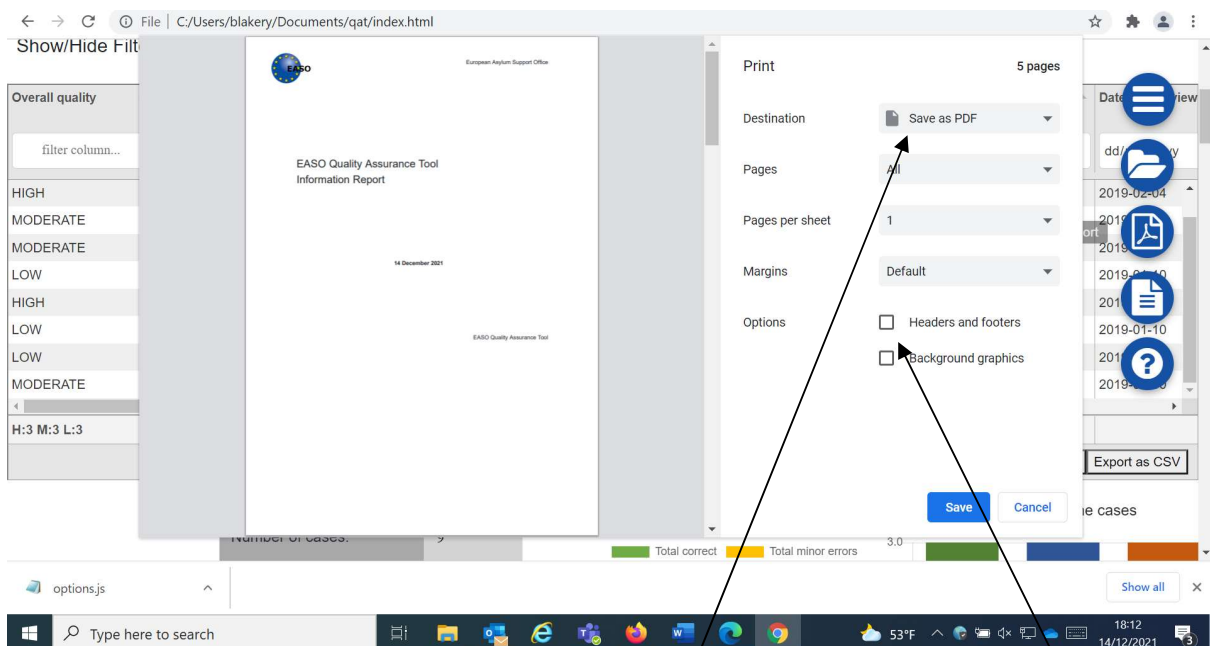


Scroll to the bottom of the print modal and uncheck 'Print headers and footers' Then select Save.



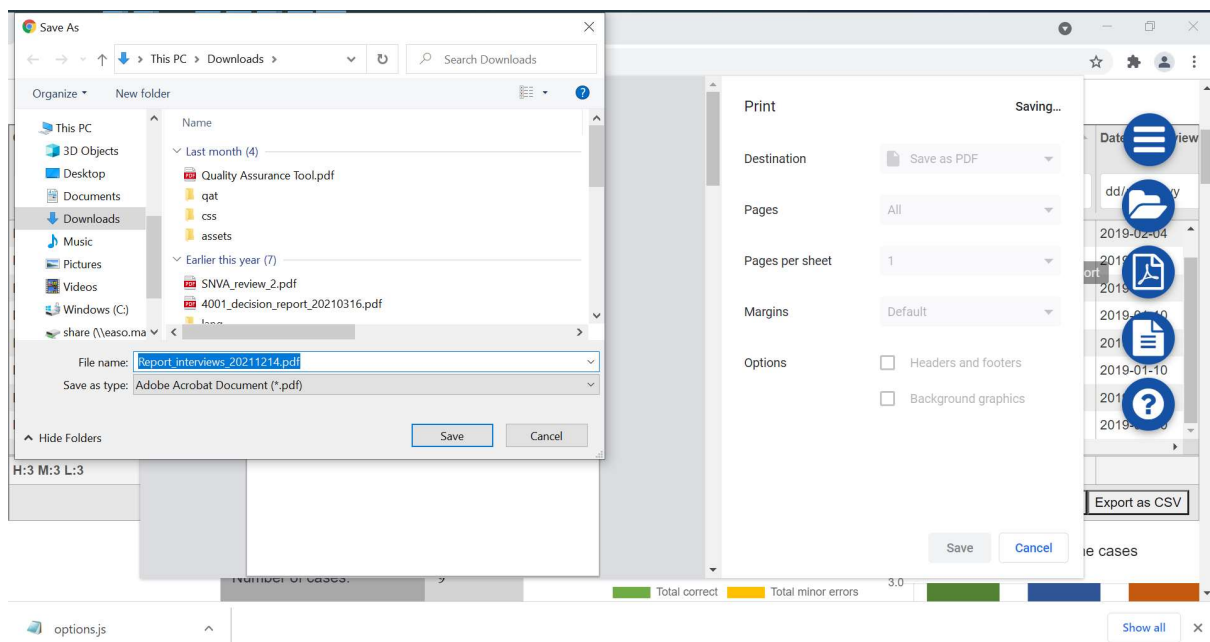
You can now save the file to a suitable location.

### PDF Report Download Chrome



After selecting the PDF icon, set the destination to 'Save to PDF' and uncheck 'Header and Footer'

Select Save



**You can now save to a suitable location.**

The PDF report includes:

- Cover page;
- An overview of applied filters (see section **3.5. Filtering and sorting the data**)\*;
- Charts and graphs (Assessment data, Assessment report, The overall quality of the cases);
- Detailed overview of the assessment results for each indicator;
- Report comments.

\* Please note that filters have to be **applied** in order to be included in the overview.

## 7.5 Filtering and sorting the data

The user can **filter** and **sort** the case related data of the parameters at hand.

Data can be **filtered** by clicking on the white field and by selecting one or more from available options. Only relevant cases will be displayed in the table and the information in all available tables and charts will be also adjusted accordingly.

Overall quality ▾	Case file reference ▲	Interviewer ▲	Team/Unit ▲	Country of origin ▲	Special needs ▲	Date of lodging the application ▲
filter column...	filter column...	filter column...	filter column...	filter column...	filter column...	dd/mm/y 📅 dd/mm/y 📅
HIGH	200	Paul	A	Pakistan	Unaccompanied minor	2019-01-01
LOW	400	Amelia	B	Iran (Islamic Republic of)	Single parent with m...	2019-01-01
MODERATE	500	Emma	A	Pakistan	Disabled person	2019-01-01
MODERATE	1200	Emma	A	Iran (Islamic Republic of)	Person who has be...	2019-01-05
MODERATE	1300	Emma	A	Afghanistan	Disabled person,Per...	2019-01-31
MODERATE	700	Mia	B	Pakistan	Pregnant woman	2019-01-02
HIGH	100	Mark	A	Afghanistan	Pregnant woman	2019-01-01
HIGH	1100	Amelia	B	Afghanistan	Unaccompanied minor	2019-02-08

Overall quality ▾	Case file reference ▲	Interviewer ▲	Team/Unit ▲	Country of origin ▲	Special needs ▲	Date of lodging the application ▲
filter column...	filter column...	filter column...	filter column...	filter column...	filter column...	dd/mm/y 📅 dd/mm/y 📅
HIGH	100	Mark	A	Afghanistan	Pregnant woman	2019-01-01
HIGH	1100	Amelia	B	Afghanistan	Unaccompanied minor	2019-02-08
HIGH	300	Lucy	A	Afghanistan	Single parent with m...	2019-01-01

The user can **sort the case related data** of the parameters at hand.

Clicking any of the headings of columns will **sort** the column, depending on the information, alphabetically, low to high, according to the date order, according to quality, etc. The whole table will adjust accordingly.

Overall quality ▾	Overall quality ▲
filter column...	filter column...
MODERATE	HIGH
HIGH	HIGH
LOW	HIGH
HIGH	MODERATE
MODERATE	MODERATE
MODERATE	MODERATE
LOW	LOW
HIGH	LOW

## Date Filters

Use the calendar pop up to select the date. Pick a date range you are interested in, it can be the start or end date or both. Using just the start date will return reports starting with the date, using just end date will return reports up until the date.

Country of origin	Special needs	Date of lodging the application	Date of interview	Language of the interview	Grounds for the application																																																	
filter column...	filter column...	dd / mm / yyyy	dd / mm / yyyy	dd / mm / yyyy	filter column...																																																	
<div><div>&lt;</div><div>October 2020</div><div>&gt;</div></div> <table><tr><td>Mon</td><td>Tue</td><td>Wed</td><td>Thu</td><td>Fri</td><td>Sat</td><td>Sun</td></tr><tr><td>28</td><td>29</td><td>30</td><td>1</td><td>2</td><td>3</td><td>4</td></tr><tr><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>10</td><td>11</td></tr><tr><td>12</td><td>13</td><td>14</td><td>15</td><td>16</td><td>17</td><td>18</td></tr><tr><td>19</td><td>20</td><td>21</td><td>22</td><td>23</td><td>24</td><td>25</td></tr><tr><td>26</td><td>27</td><td>28</td><td>29</td><td>30</td><td>31</td><td>1</td></tr><tr><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td></tr></table>						Mon	Tue	Wed	Thu	Fri	Sat	Sun	28	29	30	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	1	2	3	4	5	6	7	8
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United Kingdom of Great Britain and Northern Ireland (the)	Accompanied minor, Unaccompanied minor		20-08-14	English	Racism																																																	
Pakistan	No special needs		20-09-30	English	Religion																																																	
United Kingdom of Great Britain and Northern Ireland (the)	Accompanied minor, Unaccompanied minor		20-08-14	English	Racism																																																	
United Kingdom of Great Britain and Northern Ireland (the)	Accompanied minor, Unaccompanied minor		20-08-14	English	Racism																																																	
United States of America	Accompanied minor, Unaccompanied minor		20-08-17	English	Racism																																																	
United Kingdom of Great Britain and Northern Ireland (the)	Person with serious illness	2020-08-10	2020-08-10	English	Racism																																																	
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## Correct % and Total significant errors columns with sorting functionality

The Correct % column displays an overview of the percentage of correct indicators for each case. At the same time, the rows in this column are coloured depending on the overall quality of the respective cases. If the row is green, the quality of the case is high, blue colour is for moderate quality and red colour for low quality.

Total significant errors column displays an overview of the number of significant errors for each case. The user can sort the data from the low to high.

the interview	Grounds for the application	Decision outcome	Quality assessor	Conclusion	Correct %	Total significant errors	Sex of the applicant	Duration
filter column...	filter column...	filter column...	filter column...	filter column...			filter column...	
	Race, Religion, Nationality	Not known	Test	1. probably yes	100.00%	0	Male	2
	Race, Religion	Not known	Sample Data	2. probably not	55.81%	5	Female	2
	Race, Religion	Not known	Sample Data	2. probably not	55.81%	5	Male	2
	Race, Religion	Not known	Sample Data	2. probably not	55.81%	5	Female	2
	Race, Religion	Not known	Sample Data	2. probably not	55.81%	5	Male	2
	Race, Religion, Nationality	Not known	Test	1. probably yes	100.00%	0	Male	2
	Race, Religion, Nationality	Not known	Test	1. probably yes	100.00%	0	Male	2

## 7.6 Remove Filters

Applied filters can be removed quickly by selecting Remove filters, which is located at the bottom right of the table. Alternatively, the user can remove the applied filters one by one by clicking the cross next to each applied filter.

Remove fillers

The columns will remain, however the filters have now been removed.

By clicking and dragging simultaneously, columns can be moved to any desired position.

By clicking and dragging simultaneously, columns can be moved to any desired position.

By clicking on the border line of the columns and dragging simultaneously, columns can be made wider or narrower.

By clicking on the border line of the columns and dragging simultaneously, columns can be made wider or narrower.

## 7.8 Show/Hide Filters

The user is able to select filters (columns) to be displayed in the table and work only with filters (columns) which are relevant to them. To start first click Show/Hide Filters. This will reveal a new section, with all the available filters for the selected report type.

Personal interview ☒ First-instance decision ☐



### Show/Hide Filters

Overall quality	<input checked="" type="checkbox"/>	Case file reference	<input checked="" type="checkbox"/>	Interviewer	<input checked="" type="checkbox"/>	Team/Unit	<input checked="" type="checkbox"/>
Country of origin	<input checked="" type="checkbox"/>	Special needs	<input checked="" type="checkbox"/>	Date of lodging the application	<input checked="" type="checkbox"/>	Date of interview	<input checked="" type="checkbox"/>
Language of the interview	<input checked="" type="checkbox"/>	Grounds for the application	<input checked="" type="checkbox"/>	Decision outcome	<input checked="" type="checkbox"/>	Quality assessor	<input checked="" type="checkbox"/>
Conclusion	<input checked="" type="checkbox"/>	Correct %	<input checked="" type="checkbox"/>	Total significant errors	<input checked="" type="checkbox"/>	Sex of the applicant	<input checked="" type="checkbox"/>
Duration of the interview	<input checked="" type="checkbox"/>	Assessment date	<input checked="" type="checkbox"/>				

Select All Filters/De-select All Filters ☒

Case file reference	Overall quality	Interviewer	Team/Unit	Country of origin	Special needs	Date of interview
filter column...	filter column...	filter column...	filter column...	filter column...	filter column...	dd / m / yr
12345	HIGH	Ryan	EASO	United Kingdom of Great Britain and Northern Ireland (the)	No special needs, Person with serious illness	2020-08-10

Choose the desired filters, they are dynamically added and removed.

### Show/Hide Filters

Overall quality	<input type="checkbox"/>	Case file reference	<input checked="" type="checkbox"/>	Interviewer	<input checked="" type="checkbox"/>	Team/Unit	<input checked="" type="checkbox"/>
Country of origin	<input checked="" type="checkbox"/>	Special needs	<input type="checkbox"/>	Date of lodging the application	<input type="checkbox"/>	Date of interview	<input checked="" type="checkbox"/>
Language of the interview	<input checked="" type="checkbox"/>	Grounds for the application	<input checked="" type="checkbox"/>	Decision outcome	<input checked="" type="checkbox"/>	Quality assessor	<input checked="" type="checkbox"/>
Conclusion	<input checked="" type="checkbox"/>	Correct %	<input type="checkbox"/>	Total significant errors	<input checked="" type="checkbox"/>	Sex of the applicant	<input checked="" type="checkbox"/>
Duration of the interview	<input checked="" type="checkbox"/>	Assessment date	<input checked="" type="checkbox"/>				

Select All Filters/De-select All Filters ☒

Case file reference	Interviewer	Team/Unit	Country of origin	Date of interview	Language of the interview	Grounds for the application
filter column...	filter column...	filter column...	filter column...	dd / m / yr	filter column...	filter column...
12345	Ryan	EASO	United Kingdom of Great Britain and Northern Ireland (the)	2020-08-10	English	Race, Religion, Nationality

Click on the 'Select All Filters/De-select All Filters checkbox and remove or add all filters/columns.

Personal interview ☒ First-instance decision ☐

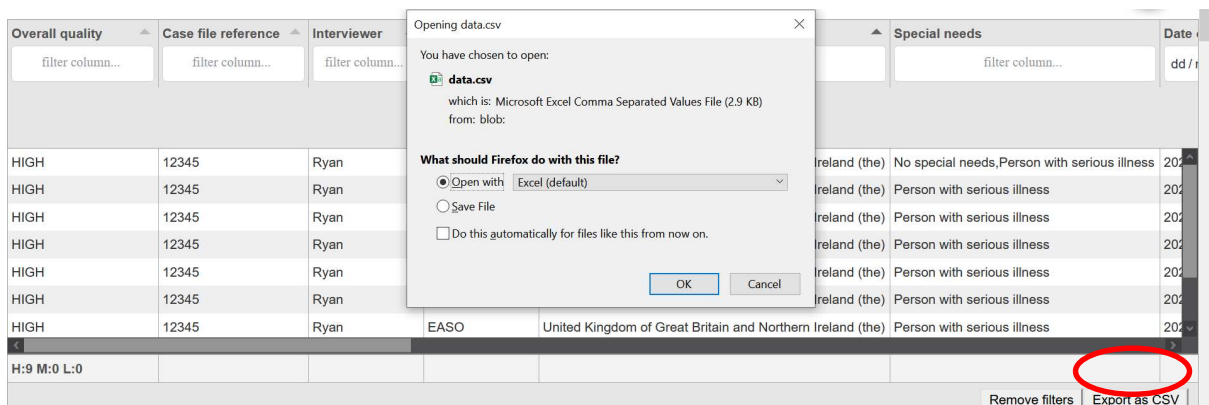
#### Show/Hide Filters

Overall quality	<input type="checkbox"/>	Case file reference	<input type="checkbox"/>	Interviewer	<input type="checkbox"/>	Team/Unit	<input type="checkbox"/>
Country of origin	<input type="checkbox"/>	Special needs	<input type="checkbox"/>	Date of lodging the application	<input type="checkbox"/>	Date of interview	<input type="checkbox"/>
Language of the interview	<input type="checkbox"/>	Grounds for the application	<input type="checkbox"/>	Decision outcome	<input type="checkbox"/>	Quality assessor	<input type="checkbox"/>
Conclusion	<input type="checkbox"/>	Correct %	<input type="checkbox"/>	Total significant errors	<input type="checkbox"/>	Sex of the applicant	<input type="checkbox"/>
Duration of the interview	<input type="checkbox"/>	Assessment date	<input type="checkbox"/>				

Select All Filters/De-select All Filters ☐

## 7.9 Export as CSV

The user is able to export the data by clicking on Export as CSV button, which is located at the bottom right of the table.



The screenshot shows a table with columns: Overall quality, Case file reference, Interviewer, Special needs, and Date. The table contains several rows of data. A dialog box titled "Opening data.csv" is open, asking "What should Firefox do with this file?". The dialog box has two options: "Open with Excel (default)" (selected) and "Save File". There is also a checkbox for "Do this automatically for files like this from now on." The "Export as CSV" button is circled in red at the bottom right of the table.

After clicking on this button a file is downloaded with name: Report\_detailes\_interviews\_yyyymmdd for personal interview files or Report\_detailes\_decisions\_yyyymmdd for first-instance decision files, which is saved on user's pc.

In order to save reports in a desired location or to rename the reports, it is necessary to adjust **the setting of the browser**. For guidance in this regard see the section [Browser settings](#).

The data downloaded will be as it appears in application view, with all selected parameters.

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POSSIBLE DATA LOSS Some features might be lost if you save this workbook in the comma-delimited (.csv) format. To preserve these features, save it in an Excel file format.																																		Don't show again		Save As...																																																																																																																																																																																										
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<table><thead><tr><th></th><th>A</th><th>B</th><th>C</th><th>D</th><th>E</th><th>F</th><th>G</th><th>H</th><th>I</th><th>J</th><th>K</th><th>L</th><th>M</th><th>N</th><th>O</th><th>P</th><th>Q</th></tr></thead><tbody><tr><td>1</td><td>Overall quality</td><td>Case file n</td><td>Interview Team/Unit</td><td>Country of origin</td><td>Special needs</td><td>Date of birth</td><td>Date of interview</td><td>Language</td><td>Grounds for the application</td><td>Decision of Quality</td><td>Conclusion</td><td>Correct %</td><td>Total sign</td><td>Sex of the</td><td>Duration</td><td></td><td></td></tr><tr><td>2</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["No speci</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>3</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>4</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>5</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>6</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>7</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>8</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>9</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr><tr><td>10</td><td>HIGH</td><td>12345 Ryan</td><td>EASO</td><td>United Kingdom</td><td>["Person v</td><td>10/08/2020</td><td>English</td><td>["Race", "Religion", "Nationality"]</td><td>Not knowi</td><td>Test</td><td>1. probabl</td><td>100.00%</td><td>0</td><td>Male</td><td>2</td><td>tc</td></tr></tbody></table>																																			A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	1	Overall quality	Case file n	Interview Team/Unit	Country of origin	Special needs	Date of birth	Date of interview	Language	Grounds for the application	Decision of Quality	Conclusion	Correct %	Total sign	Sex of the	Duration			2	HIGH	12345 Ryan	EASO	United Kingdom	["No speci	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	3	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	4	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	5	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	6	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	7	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	8	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	9	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc	10	HIGH	12345 Ryan	EASO	United Kingdom	["Person v	10/08/2020	English	["Race", "Religion", "Nationality"]	Not knowi	Test	1. probabl	100.00%	0	Male	2	tc
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## 8. Options



PERSONAL INTERVIEW

FIRST INSTANCE DECISION

REPORTS

**OPTIONS**



In this tab, the user is able to change the language of the app and the cover page of the pdf reports.

Please note: only selected number of languages is available.

Please note: the action button is not available through the Option page.

Once the user provides the desired values, the user should click on **'Save Options File'** and save the json file as **'options'** in the app folder. It is necessary to replace the existing file options.js in the app folder.

The changes are available after refreshing the page of the app (Ctrl +F5)

Depending on the browser, the style of modal will also vary.

When saving an options file, if you already have a file saved an attempt to resave you made end up with a file that looks that the following.

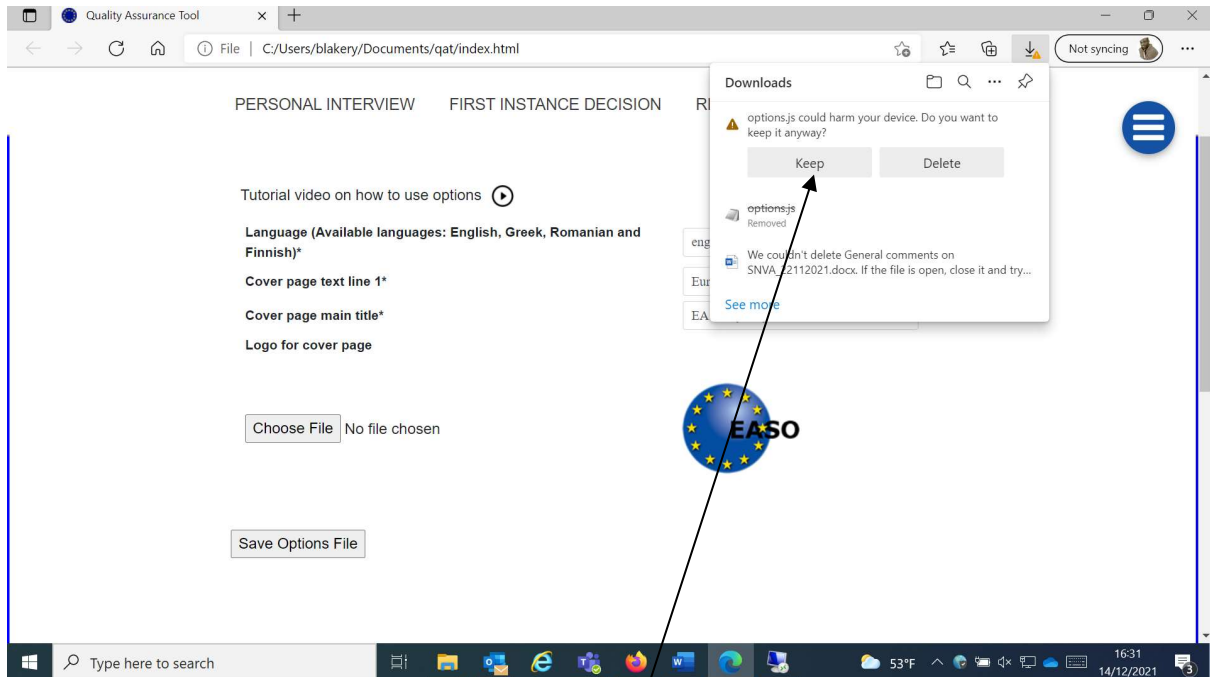


### 8.1 Examples of Options .js

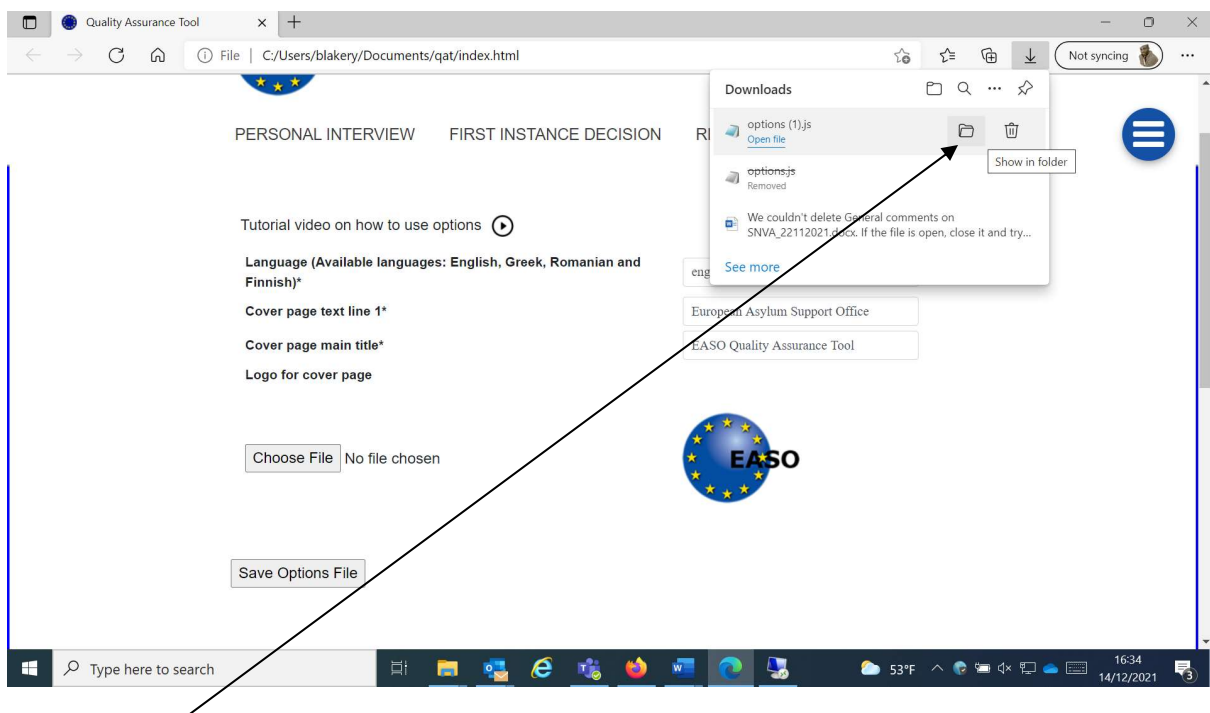
If this happens, please delete the file, and then reattempt saving.



## Options file Edge Browser

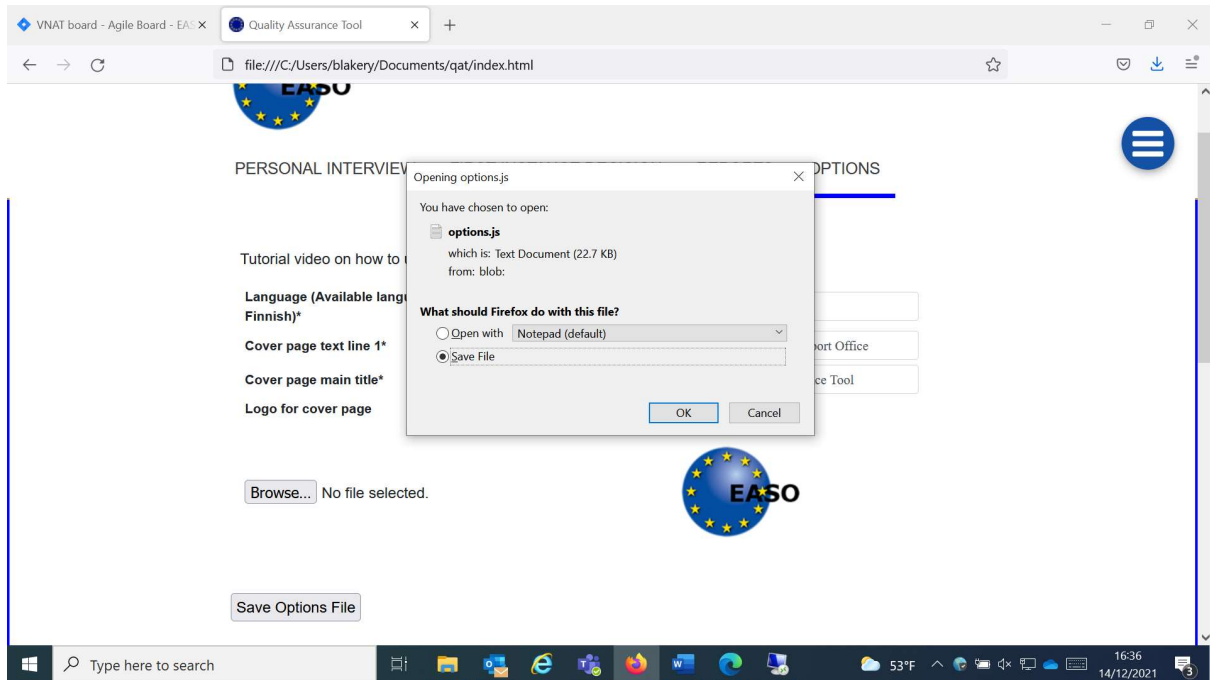


When saving with the Edge browser, be sure to select Keep option

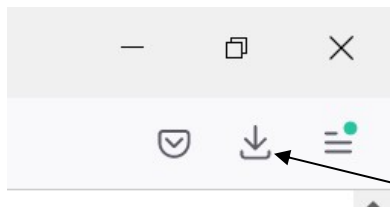


Click the folder icon, this will take you directly to the just saved options.js file.

## Options file Firefox



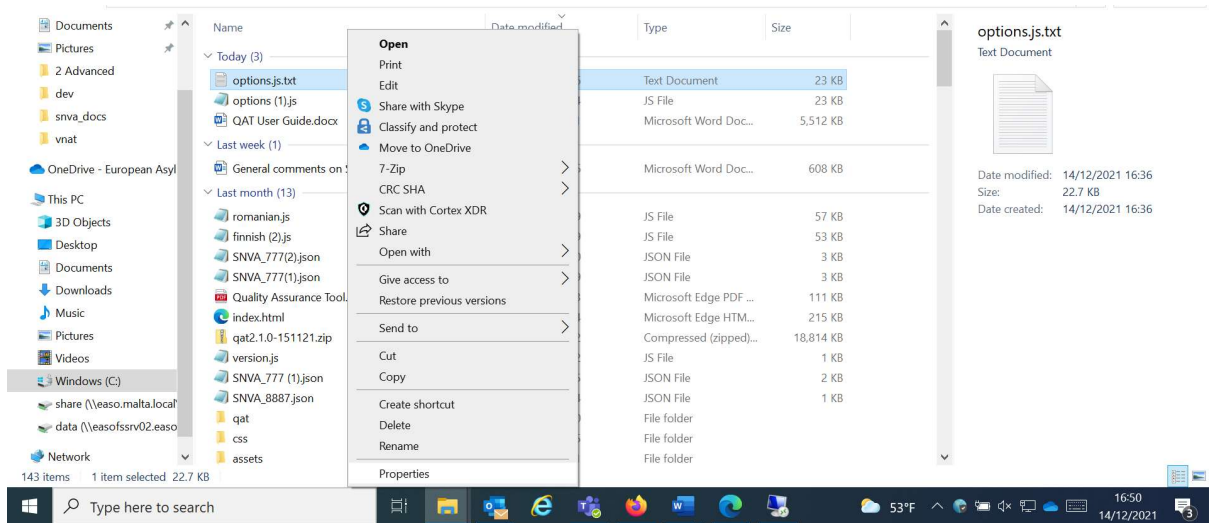
Select 'Save File'



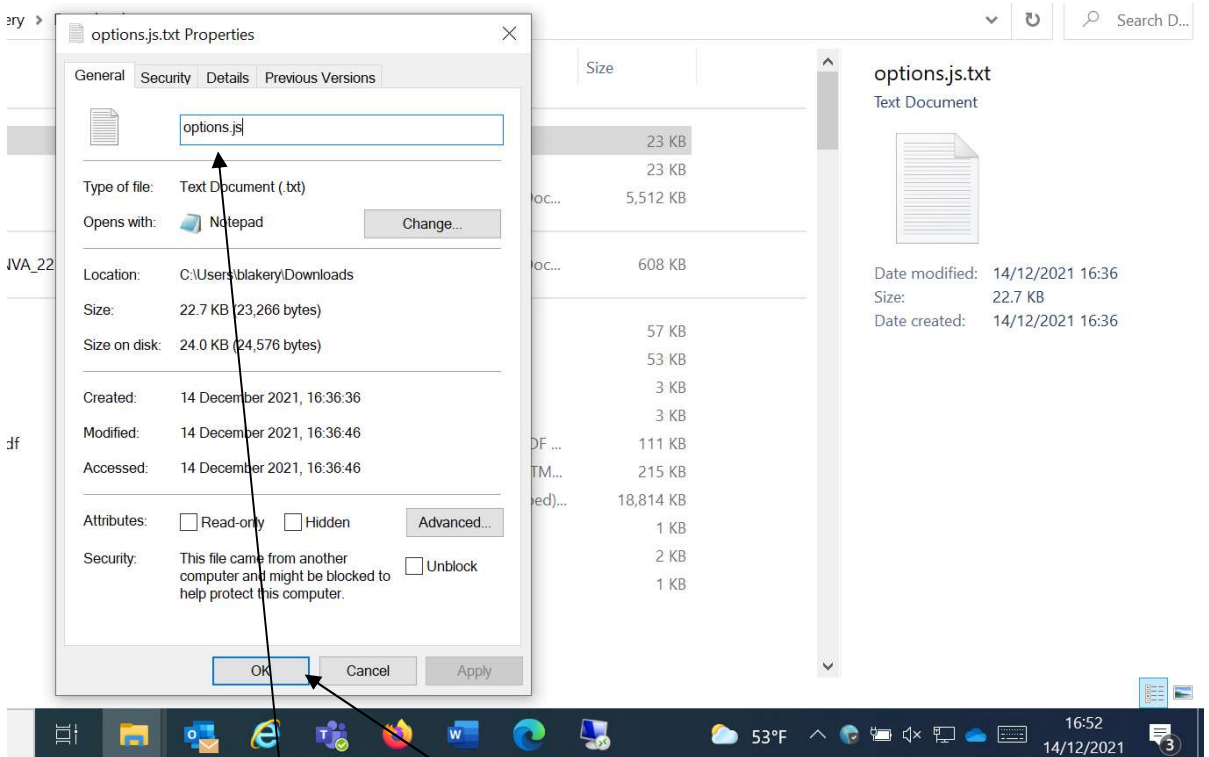
Click the download icon to display the newly downloaded file.



Click the folder icon. This will allow us to rename the file as it has automatically been saved as a .txt type file.

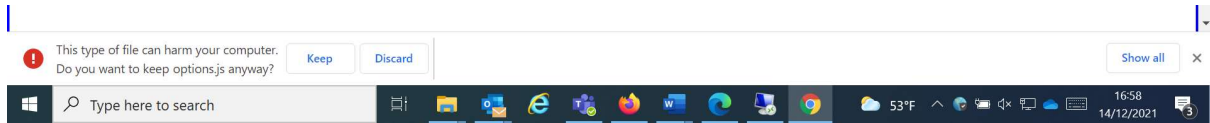


Right click on 'options.js.txt' file and select properties

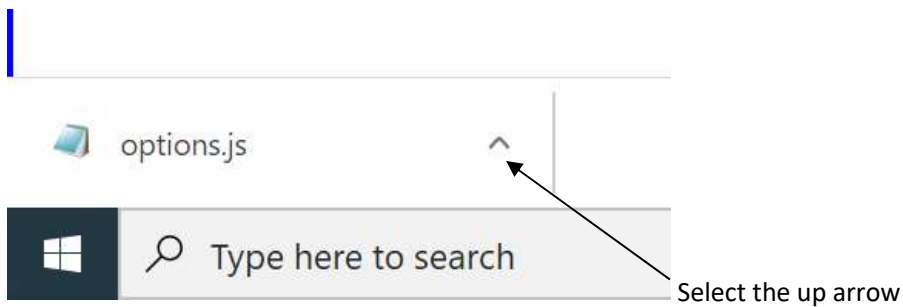


Rename the file to options.js the select OK

## Options file Chrome



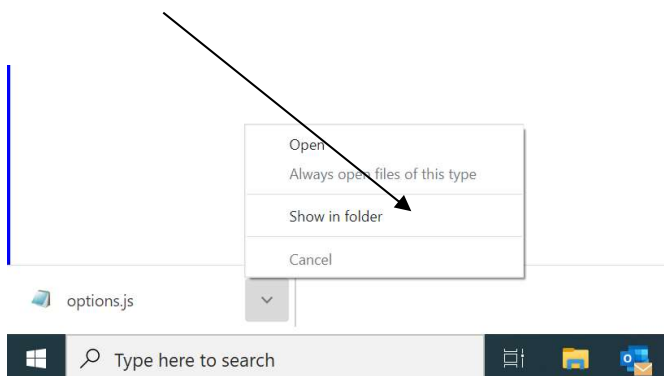
When saving with the Chrome browser, be sure to select Keep option



Choose Show in folder

It is necessary to **replace** the existing file 'options' in the app folder.

The changes are available after refreshing the page of the app (Ctrl+F5)





Language\*

greek

Cover page text line 1\*

European Asylum Support Office

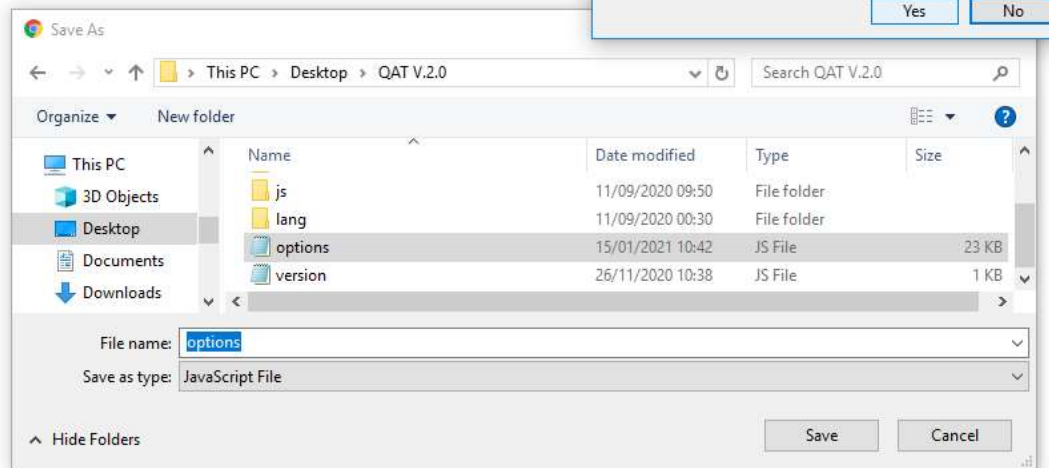
Cover page main title\*

EASO Quality Assurance Tool

Logo for cover page

Choose File No file chosen

Save Options File

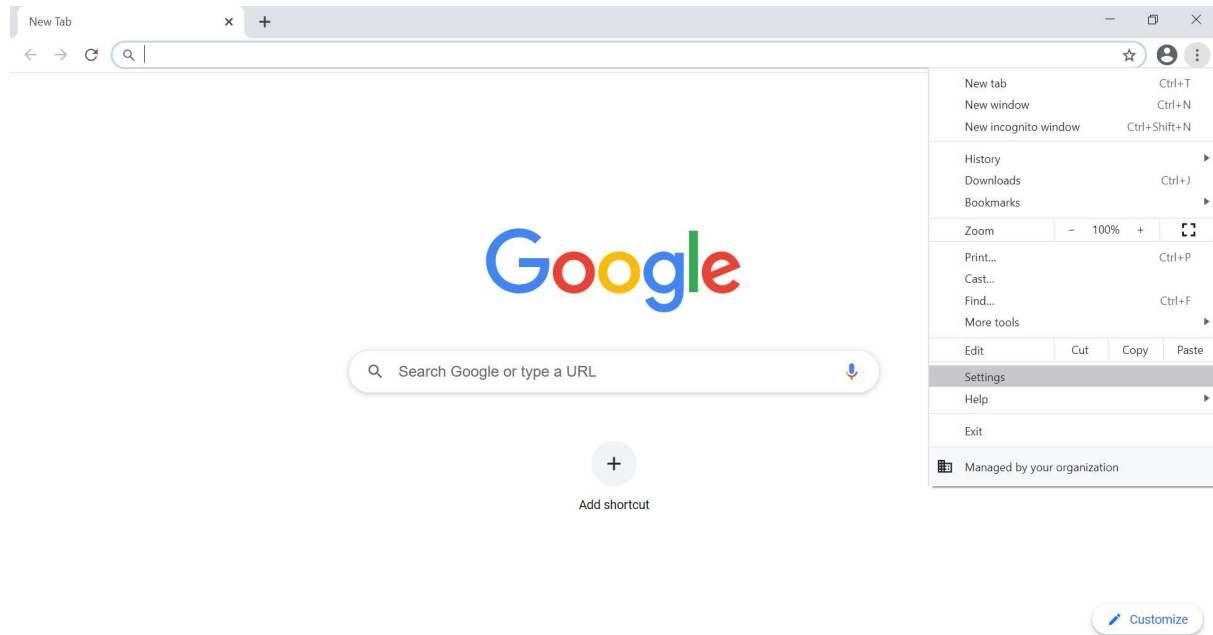


## 9. Browser settings

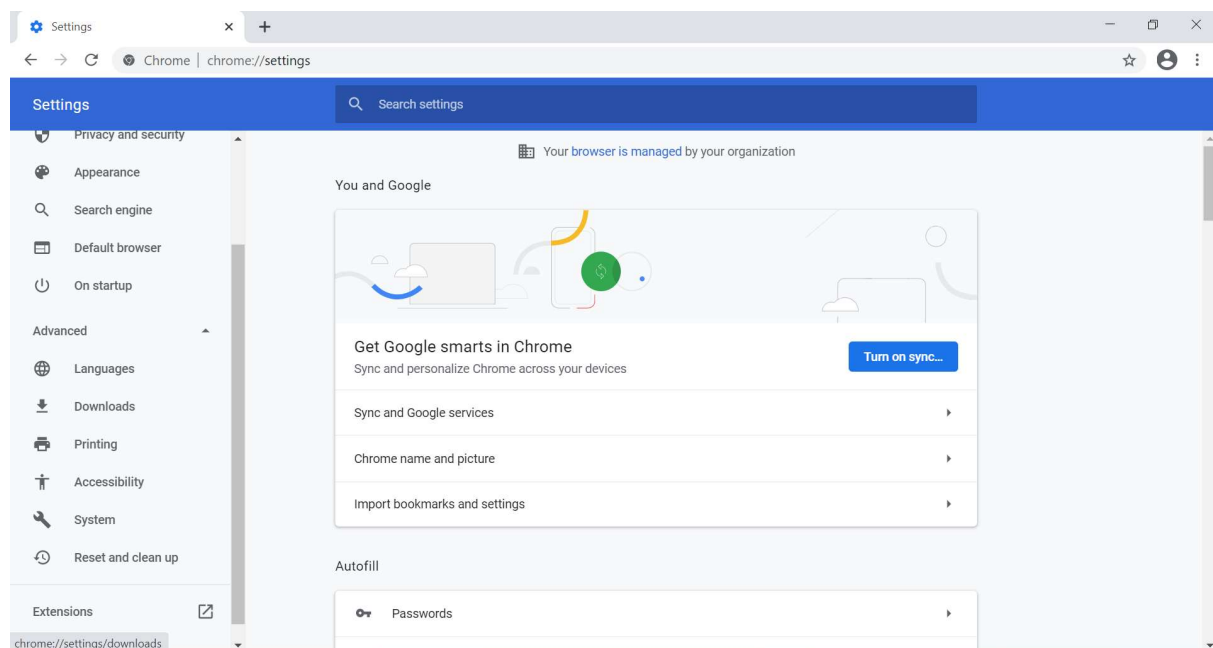
If a specific file location is needed or a older report needs to be overwritten, the JSON files can be saved to a specific location. Each browser is slightly different. Below is instructions for each browser, on how to save the JSON files to a specified folder location.

### Chrome

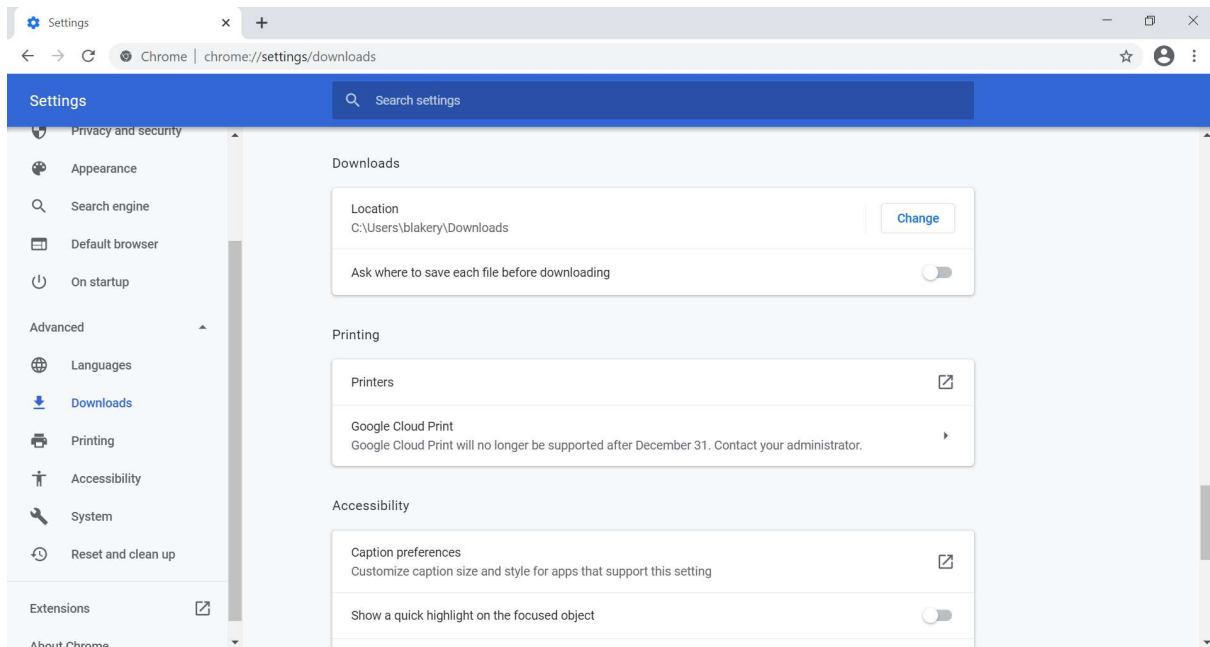
First click the three dots top right.



Go to the settings option in the list. Look for the advanced section on the left.



Click this option to reveal more options, Downloads should be available.



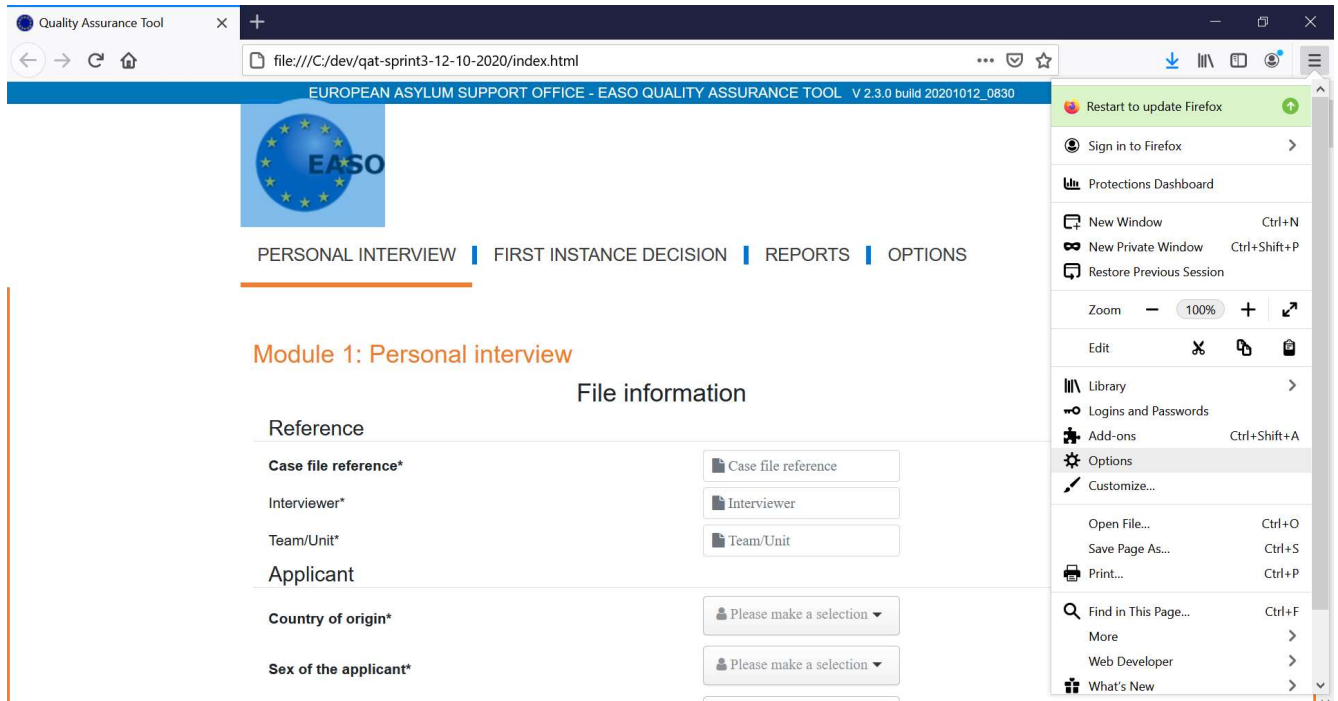
Enable the setting 'Ask where to save each file before downloading'

This will now allow to save files to specified locations and overwrite if needed.



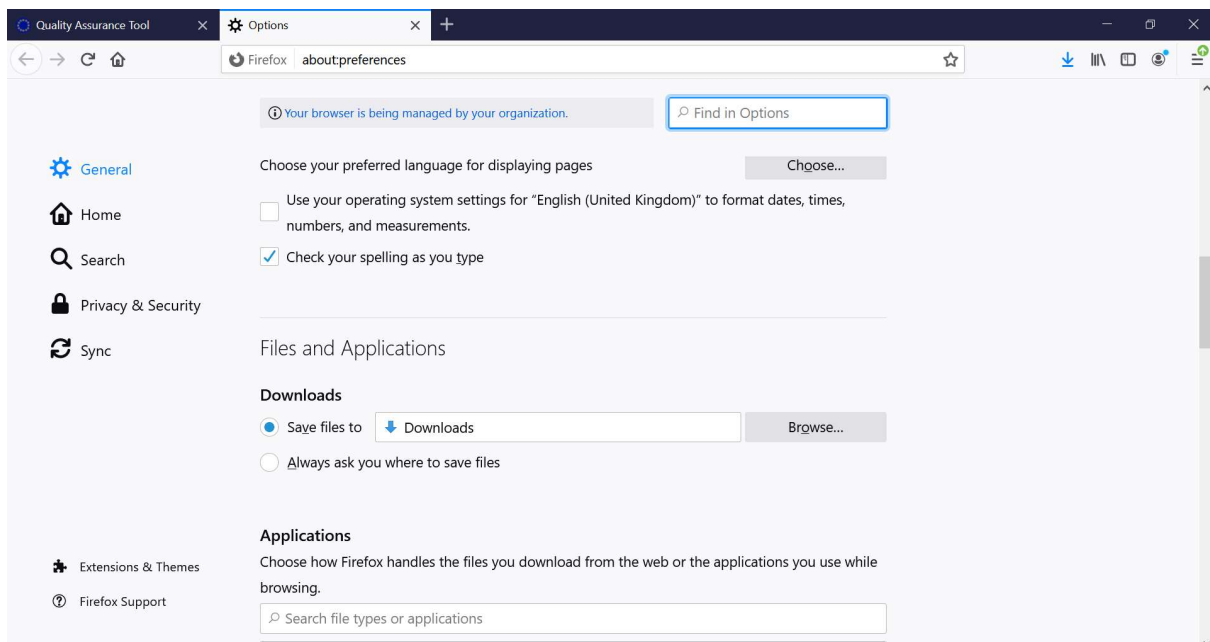
## Firefox

Click the burger menu top right.



Select the Options option.

In the General section, scroll until you see 'Files and Applications'



Enable 'Always ask you where to save files' option.