



User Manual

Quality Assurance Tool version 1.0.0



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Document Management

Document Control Information

Settings	Value
Document Title:	Quality Assurance Tool User Manual
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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



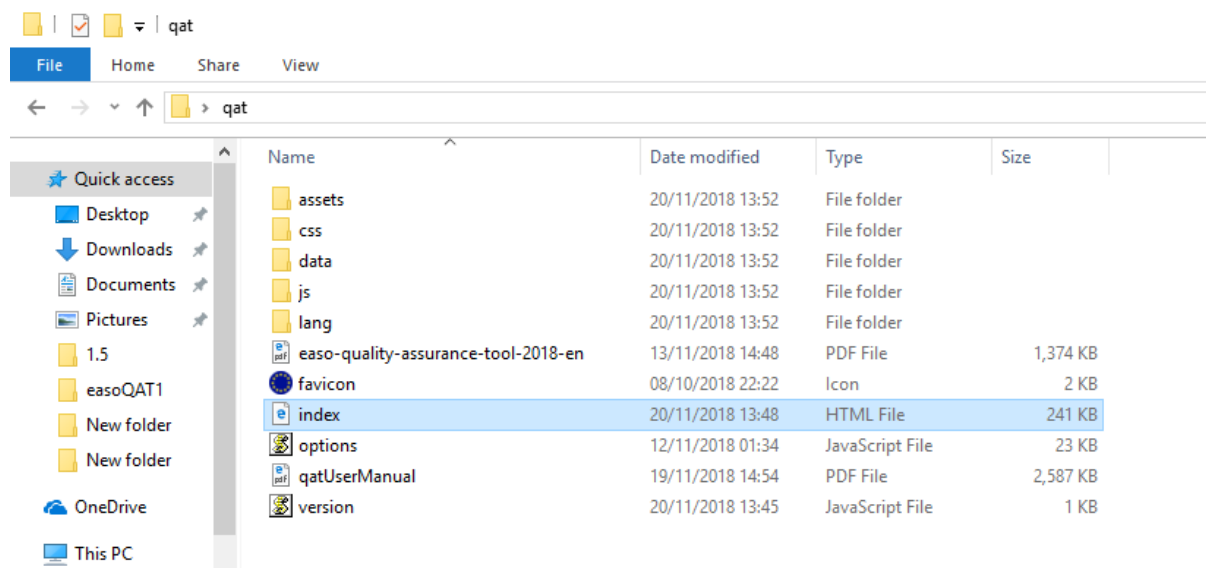
Introduction

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

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

How to install the tool

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



Access to the Tool

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

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



File Explorer window showing the contents of the 'qat' folder. The 'index' file is selected, and a context menu is open, showing options like 'Open', '7-Zip', 'CRC SHA', 'Edit with Notepad++', 'Share', 'Scan with OfficeScan Client', 'Open with', 'Give access to', 'Restore previous versions', 'Send to', 'Cut', 'Copy', 'Create shortcut', 'Delete', 'Rename', and 'Properties'. The 'Open with' submenu is also visible, listing applications like Firefox, Google Chrome, Internet Explorer, Microsoft Edge, and Microsoft Visual Studio 2015.

Name	Date modified	Type	Size
assets	20/11/2018 13:52	File folder	
css	20/11/2018 13:52	File folder	
data	20/11/2018 13:52	File folder	
js	20/11/2018 13:52	File folder	
lang	20/11/2018 13:52	File folder	
easo-quality-assurance-tool-2018-en	13/11/2018 14:48	PDF File	1,374 KB
favicon	08/10/2018 22:22	Icon	2 KB
index	20/11/2018 13:48	LITERAL FILE	241 KB
options	12/11/2018 13:52	File folder	23 KB
qatUserManual	19/11/2018 13:52	File folder	587 KB
version	20/11/2018 13:52	File folder	1 KB



1. Home page

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



At the home page there are four available tabs:

- Personal Interview
- First Instance Decision
- Reports
- Options

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

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

- File Information
- Assessment Form
- Open File
- Save File
- Report
- EASO Quality Assurance Tool
- Help

Quality Assurance Tool





2. Personal Interview

2.1 Create

The user can click on Personal Interview tab in order to create a new Personal Interview assessment.

The creation page contains the following sections and sub-sections:

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



File information

Reference

Case file reference

Interviewer

Team/Unit

Applicant

Country of origin

Sex of the applicant

Age of the applicant

Special needs

Case data

Date of lodging the application

Date of interview

Duration of the interview

Interview conducted through interpreter

Language of the interview

Legal representative present during the interview

Grounds for the application

Decision outcome

Assessment

Quality assessor

Assessment date

Assessment based on

Other

Additional information specific to national system

- Assessment form
 - Opening the interview

Opening the interview

1. Previously identified special needs are addressed accordingly.

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

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

2.2. Information regarding confidentiality is provided.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

2.4. Information on the obligation to cooperate is provided.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

- Conducting the interview

Conducting the interview

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

5.1. The interviewer appropriately establishes rapport with the applicant.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
5.2. The interviewer uses appropriate, sensitive and factual language.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
5.3. The interviewer addresses the applicant directly (in second person).	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
5.4. The interviewer uses appropriate tone and appropriate body language throughout the interview.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

6. The interviewer applies appropriate questioning techniques.

6.1. The applicant is encouraged to provide a free narrative regarding their reasons for applying for international protection.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.2. Each new focused theme is introduced to the applicant.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.3. The interviewer uses open and/or closed questions appropriately.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.4. Questions are adapted to the capabilities of the applicant.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.5. The interviewer avoids unproductive questions, such as: - leading questions; - multiple choice questions; - plural questions; - unnecessarily repetitive questions; - irrelevant questions.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

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

7.1. The interviewer maintains control of the interview situation throughout the interview.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
7.2. If a challenging situation occurs during the interview, it is effectively handled by the interviewer to the extent possible.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
7.3. The interviewer ensures that the interpreter acts in accordance with their role and responsibilities.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
7.4. The legal representative and/or other persons present are allowed to exercise their rights in accordance with national rules and are authorised to intervene at least at the end of the personal interview.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
7.5. Breaks are taken if necessary or requested and appropriate.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

- Substance of the interview

Substance of the interview

8. All material facts are identified and explored sufficiently.

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

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

8.3. Future fear is explored.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

11. Where relevant, exclusion considerations are appropriately explored.

11.1. Potential exclusion considerations are correctly identified.

Please make a selection▼

Comments

11.2. Potential exclusion considerations are sufficiently explored.

Please make a selection▼

Comments

12. Specific policies and guidelines are followed correctly

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

- Closing the interview

Closing the interview

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

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

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

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 misconceptions appearing in the interview report/transcript.

Please make a selection▼

Comments

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

- Assessment

Assessment

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

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

The overall quality is:
The scale below is applied.



Save Form

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

2.2 Save

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

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

Assessment of the personal interview

■ HIGH ■ MEDIUM ■ LOW



EUROPEAN ASYLUM SUPPORT OFFICE - EASO QUALITY ASSURANCE TOOL - v 1.0.0 build 20181030_0300

EASO PERSONAL INTERVIEW FIRST INSTANCE DECISION REPORTS OPTIONS

Module 1: Personal interview

File information

Reference

Case file reference:

Interviewer:

Team/Unit:

Applicant

Country of origin:

Sex of the applicant:

Age of the applicant:

Special needs:

Case data

Date of lodging the application:

Date of interview:

Duration of the interview:

Interview conducted through interpreter:

Language of the interview:

taylor_personal_interview ^ Show all X

Save as draft

If, at least, one mandatory field is not filled in, the user is able to save as a draft her work by clicking on Save Form button.

After clicking on this button a pop-up window appears

Empty required fields X

Some required fields are empty. Would you like to save as draft?

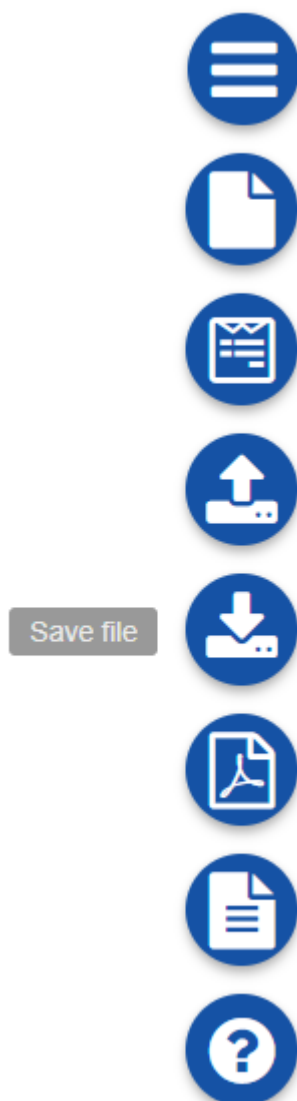
Save as draft Close

By clicking on 'Save as draft' button a ".json" file is downloaded with name: <case file reference>_personal_interview_draft, which is saved on user's pc.

2.3 Download

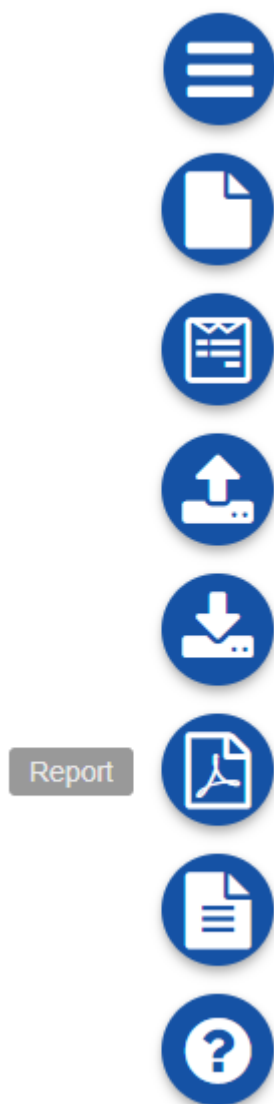
The user is able to download a Personal Interview assessment by clicking on action button and then save file. After clicking on this button a ".json" file is downloaded with name: <case file reference>_personal_interview, which is saved on user's pc.

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



2.4 Export Report

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



After clicking on this button a .pdf file is downloaded with name: <case file reference>_personal_interview, which is saved on user's pc.



Module 1: Personal interview

File information

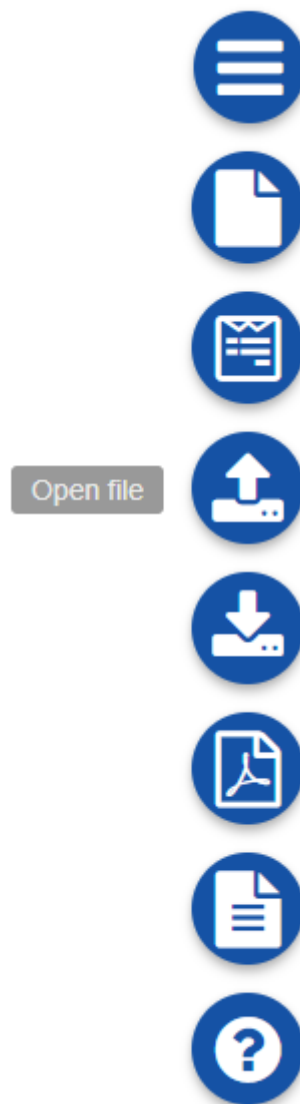
Reference	
Case file reference	taylor
Interviewer	a
Team/Unit	team 1
Applicant	
Country of origin	Albania
Sex of the applicant	Female
Age of the applicant	Adult
Special needs	Accompanied minor Unaccompanied minor Vulnerable person
Case data	
Date of lodging the application	30/10/2018
Date of interview	01/11/2018
Duration of the interview	Under 30 min
Interview conducted through interpreter	Yes
Language of the interview	English

taylor_personal_int...pdf

Show all

2.5 Open

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



The user should choose a file json from her pc

Select file to open

Choose File

No file chosen

Close

Open file



After clicking on Open file button then all information of the selected personal interview assessment is displayed.

The user is able to provide any modification and then save the changes.

3. First Instance Decision

3.1 Create

The user can click on First Instance Decision tab in order to create a new First Instance Decision assessment.

The creation page contains the following sections and sub-sections:

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



File information

Reference

Case file reference

Case file reference

Decision-maker

Decision-maker

Team/Unit

Team/Unit

Applicant

Country of origin

Please make a selection ▼

Sex of the applicant

Please make a selection ▼

Age of the applicant

Please make a selection ▼

Special needs

Please make a selection

Case data

Date of lodging the application

dd/mm/yyyy

Date of interview

dd/mm/yyyy

Interview conducted by the decision-maker

Please make a selection ▼

Date of decision

dd/mm/yyyy

Number of pages of the decision

Number of pages of the dec

Grounds for the application

Please make a selection ▼

Decision outcome

Please make a selection ▼

Assessment

Quality assessor

Quality assessor

Assessment date

dd/mm/yyyy

Other

Additional information specific to national system

Additional information speci

- Assessment form
 - Introduction



Introduction

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

- Basis of Claim

Basis of claim

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

- Credibility assessment

Credibility assessment

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

6.1. The evidence is linked correctly to each material fact.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.2. Credibility indicators are applied correctly.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.3. The concept of plausibility is applied objectively.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.4. Only inconsistencies/ discrepancies which have been put to the applicant for comment have been used in the decision.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
6.5. Country of origin information is relevant, up-to-date and referenced correctly.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

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

7.1. For each material fact, the decision clearly states whether it has been accepted or rejected.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
7.2. Where a material fact is deemed 'uncertain', Article 4(5) of the qualification directive/'benefit of the doubt' has been applied correctly to effectively conclude whether to accept or reject the material fact.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

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

8.1. When assessing the material facts the correct standard of proof is applied, according to national guidance.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
8.2. The burden of proof has been applied correctly when assessing the material facts.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
8.3. Individual factors such as age, education, trauma are correctly identified and taken into account.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

- Risk assessment

Risk assessment

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

9.1. The decision correctly identifies and assesses the risk on return (who, what and why).	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
9.2. Country of origin information is relevant, up to date and correctly referenced.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>
9.3. The correct standard of proof has been applied (reasonable degree of likelihood) in assessing risk on return.	<input type="button" value="Please make a selection"/>	<input type="text" value="Comments"/>

- Legal analysis

Legal analysis

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

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

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

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

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

Please make a selection▼

Comments

12.3. The decision correctly assesses the applicability of Article 15(c): 'serious and individual threat to a civilian's life or person by reason of indiscriminate violence in situations of international or internal armed conflict'.

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

13.2. The applicability of an internal protection alternative is assessed correctly, including its reasonability.

Please make a selection▼

Comments

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

14.1. Exclusion grounds are identified and assessed correctly.

Please make a selection▼

Comments

14.2. Individual responsibility is assessed correctly.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

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

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

Please make a selection▼

Comments

- Form

Form

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

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

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

17. The decision is professionally drafted.

17.1. The reasoning is non-speculative.

Please make a selection▼

Comments

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

Please make a selection▼

Comments

17.3. The rules of grammar and spelling are applied.

Please make a selection▼

Comments

- Efficiency

Efficiency

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

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

Please make a selection▼

Comments

Conclusion

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

Please make a selection▼

Comments

- Assessment

Assessment

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

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

Assessment of the decision

■ HIGH ■ MEDIUM ■ LOW



The overall quality of the decision is:
The scale below is applied.



Save Form

3.2 Save

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

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



Module 2: First-instance decision

File information

Reference	
Case file reference	euler
Decision-maker	Simeon Taylor
Team/Unit	team 1
Applicant	
Country of origin	Afghanistan
Sex of the applicant	Female
Age of the applicant	Adult
Special needs	<div>Unaccompanied minor</div> <div>Unaccompanied person</div> <div>Elderly person</div>
Case data	
Date of lodging the application	18/10/2018
Date of interview	18/10/2018
Interview conducted by the decision-maker	Yes
Date of decision	24/10/2018
Number of pages of the decision	446pdfg

euler_first_instanc...json

Show all

Save as draft

If at least one mandatory field is not filled in then the user is able to save as a draft her work by clicking on Save Form button.

After clicking on this button a pop-up window appears

Empty required fields



Some required fields are empty. Would you like to save as draft?

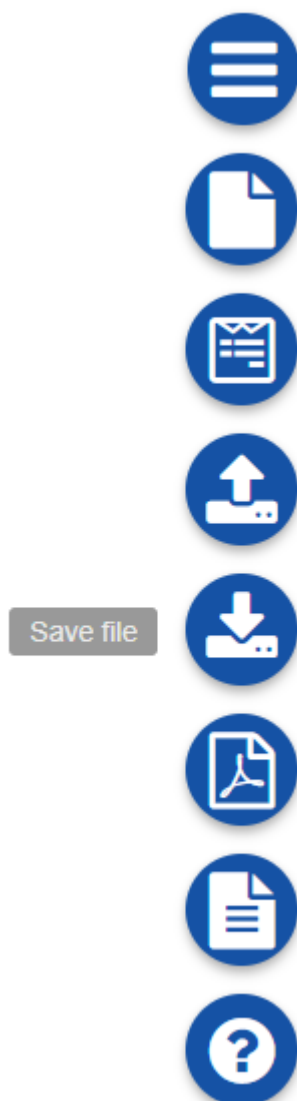
[Save as draft](#)[Close](#)

By clicking on 'Save as draft' button a .json file is downloaded with name: <case file reference>_first_instance_decision_draft, which is saved on user's pc.

3.3 Download

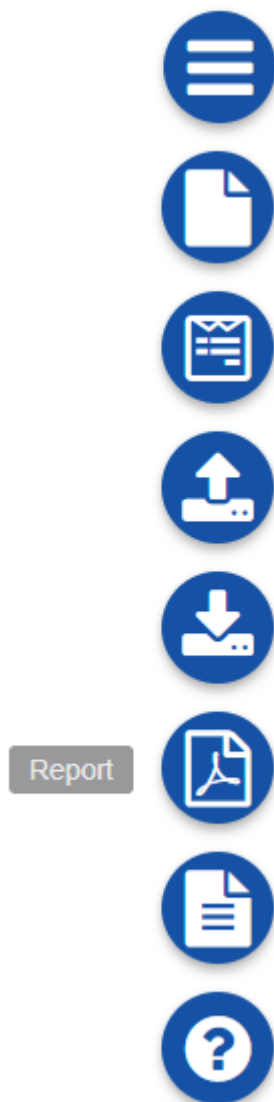
The user is able to download a First Instance Decision assessment by clicking on action button and then save file. After clicking on this button a .json file is downloaded with name: <case file reference>_First_Instance_Decision, which is saved on user's pc.

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



3.4 Export Report

The user is able to export a 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: <case file reference>_First_Instance_Decision, which is saved on user's pc.



Module 2: First-instance decision

File information

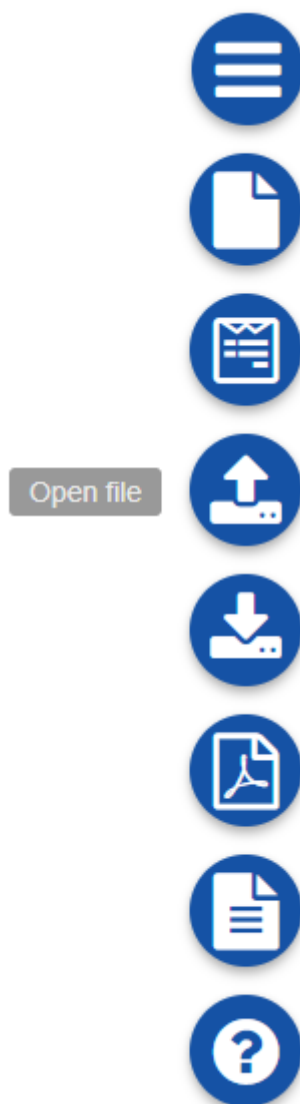
Reference	
Case file reference	euler
Decision-maker	Simon Taylor
Team/Unit	team 1
Applicant	
Country of origin	Afghanistan
Sex of the applicant	Female
Age of the applicant	Adult
Special needs	<div>Unaccompanied minor <input type="checkbox"/></div> <div>Disability <input type="checkbox"/></div> <div>Unaccompanied minor <input type="checkbox"/></div> <div>Disability <input type="checkbox"/></div>
Case data	
Date of lodging the application	18/10/2018
Date of interview	18/10/2018
Interview conducted by the decision-maker	Yes
Date of decision	24/10/2018
Number of pages of the decision	449da4g

euler_first_instance...pdf

Show all

3.5 Open

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



The user should choose a file json from her pc

Select file to open

Choose File

No file chosen

Close

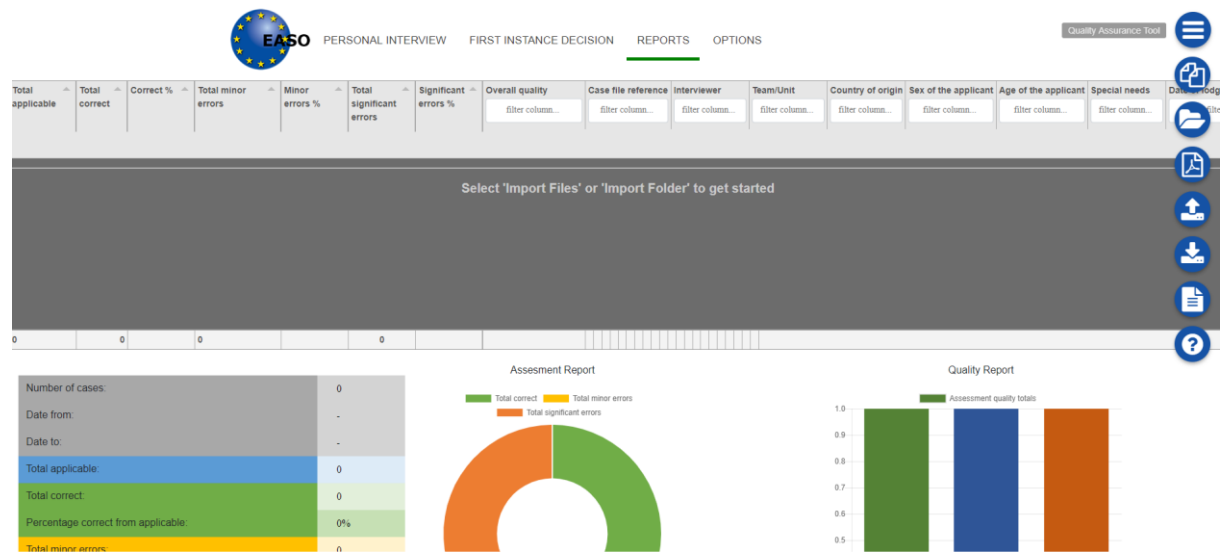
Open file

After clicking on Open file button then all information of the selected first instance decision assessment is displayed.

The user is able to provide any modification and then save the changes.

4. Reports

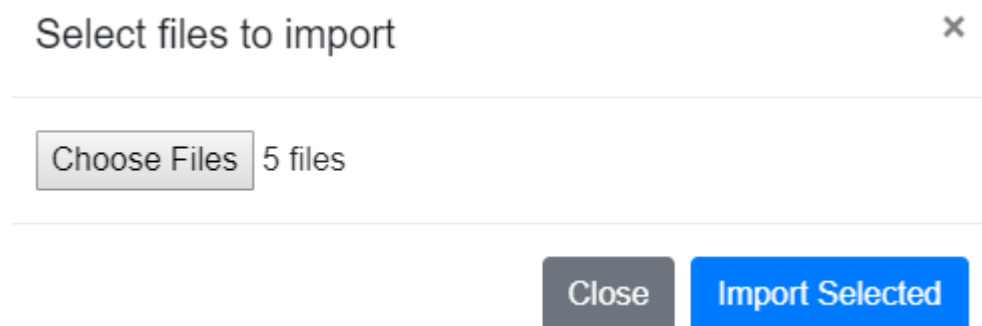
The user is able to create general reports based on the individual quality assessments from Report tab:



The following actions are available for the user:

Select Files

The user can select multi files from her pc by clicking on action button and then select files

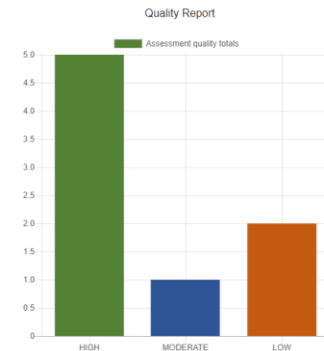
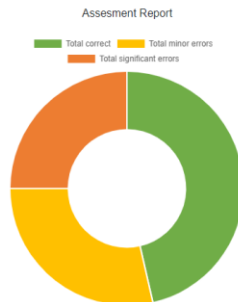


The screenshot shows a dialog box titled "Select files to import". It has a close button (X) in the top right corner. Below the title, there is a "Choose Files" button and a text field showing "5 files". At the bottom, there are two buttons: "Close" and "Import Selected".

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

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	Adult	
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 1999	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
56	26	46.43%	16	28.57%	14	25.00%	H:5 M:1 L:2							

Number of cases:	12
Date from:	23/10/2018
Date to:	Invalid date
Total applicable:	56
Total correct:	26
Percentage correct from applicable:	46.43%
Total minor errors:	16
Percentage minor errors from applicable:	28.57%
Total significant errors:	14
Percentage significant errors from applicable:	25.00%



Import Folder

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

Select folder to import



Choose Files 13 files

Close

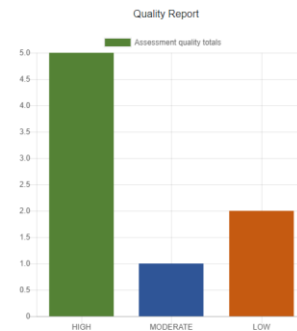
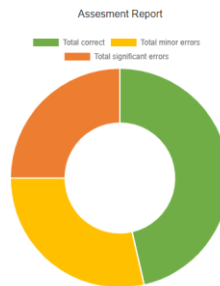
Import Selected

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

Export Report

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

Number of cases:	19
Date from:	23/10/2018
Date to:	Invalid date
Total applicable:	56
Total correct:	26
Percentage correct from applicable:	46.43%
Total minor errors:	16
Percentage minor errors from applicable:	28.57%
Total significant errors:	14
Percentage significant errors from applicable:	25.00%



report_filters (1).pdf Show all

Open Report Filters

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

Select file to open



Choose File report_filters (1).json

Close

Open file

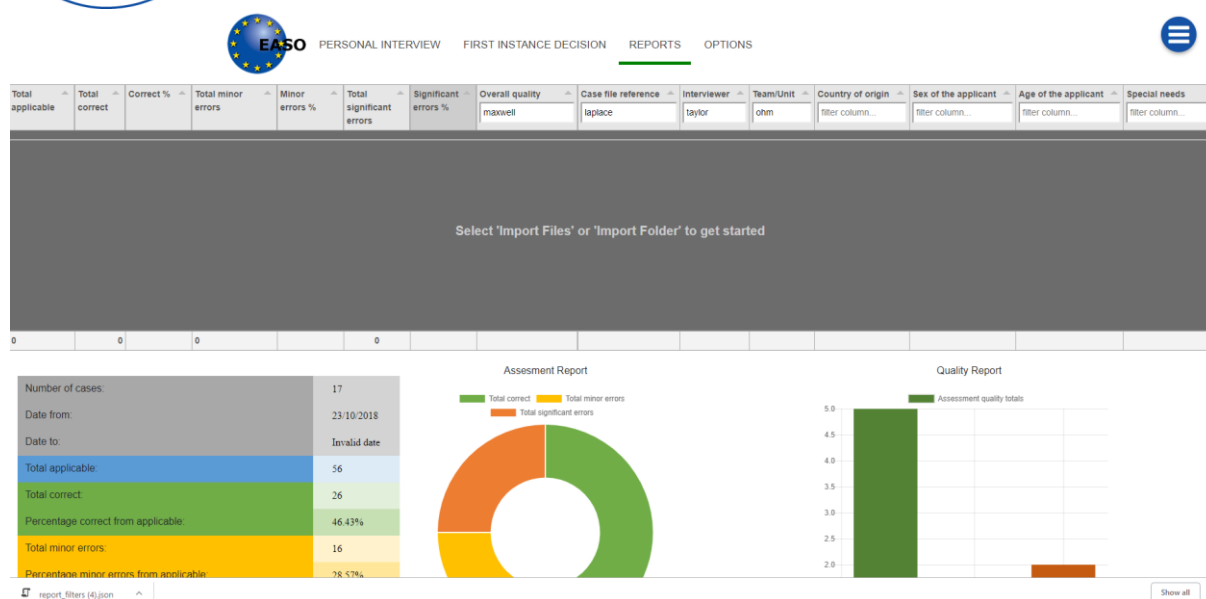
After clicking on open file the save filters are displayed

EASO PERSONAL INTERVIEW FIRST INSTANCE DECISION REPORTS OPTIONS													
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
							maxwell	laplace	taylor	ohm	filter column...	filter column...	filter column...

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

Save Report Filters

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



5. Options

The user is able to change the language of the tool, the cover text of the exported pdf, the logo for the cover of the export pdf and the cover page main title of the exported pdf.

Navigation: PERSONAL INTERVIEW, FIRST INSTANCE DECISION, REPORTS, **OPTIONS**

Language: english

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

NOTE: the action button is not available through the Option page.

Once the user provides the desired values



Language

greek

Cover page text line 1

Europe

Cover page main title

EU

Logo for cover page

Choose File eu.PNG



Save Options File

She can click on the 'Save Options File' and a .js file is downloaded with name: options, which is saved on user's pc. The changes are **not** available for the tool.

How to

- the user should copy the new options.js file, paste in the folder of the tool and replace the file in the destination.
- Refresh the page of the tool (Ctrl+F5)

The changes are now available.

6. Help

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



7. EASO Quality Assurance Tool

The user is able to download the “Examining the application for international protection” by clicking on action button and then EASO Quality Assurance Tool.

EASO Quality Assurance Tool



8. HOW TO

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

8.1 Change language

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





Name	Date modified	Type	Size
assets	20/11/2018 13:52	File folder	
css	20/11/2018 13:52	File folder	
data	20/11/2018 13:52	File folder	
js	20/11/2018 13:52	File folder	
lang	20/11/2018 13:52	File folder	
easo-quality-assurance-tool-2018-en	13/11/2018 14:48	PDF File	1,374 KB
favicon	08/10/2018 22:22	Icon	2 KB
index	20/11/2018 13:48	HTML File	241 KB
options	12/11/2018 01:34	JavaScript File	23 KB
qatUserManual	19/11/2018 14:54	PDF File	2,587 KB
version	20/11/2018 13:45	JavaScript File	1 KB

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

Content of "options.js"

```
var userOptions = {
  "language": "english",
  "version": "V 1.0.0 build 20181031_1300"
}
```

Content of the “lang” folder

 english.js	31/10/2018 13:48	JavaScript File	51 KB
 greek.js	31/10/2018 13:48	JavaScript File	72 KB
 italian.js	31/10/2018 13:48	JavaScript File	53 KB
 localizations.js	31/10/2018 12:01	JavaScript File	0 KB

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

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