

## **Practical guides and tools**

The EUAA practical guides and tools help increase the knowledge and technical skills of asylum practitioners across the EU. The guides are commonly developed by and agreed with the members of the EUAA thematic networks and the approved by the Management Board. They establish operational standards and offer guidance in user-friendly formats, including checklists, pocket books, posters, web-based interactive tools, etc.

For more information see [Practical Guides and Tools Catalogue](#).

Click on the tabs for more details

[Access to the Asylum Procedure](#)

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**Access to the Asylum Procedure**

## Access to the asylum procedure and registration

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### Practical guides

#### **Toolkit on access to the asylum procedure (CEAS until 12 June 2026)**

[Practical Tools for First-Contact Officials: Access to the Asylum Procedure](#)

This toolkit on access to the asylum procedure was jointly developed by EUAA and the European Border and Coast Guard Agency (Frontex).

The toolkit is intended to support the identification of third-country nationals and stateless persons who may wish to apply for international protection.

#### **The toolkit includes:**

- **[Practical guide](#)**: providing guidance on core obligations of the first-contact officials, the rights of persons in need of international protection and information on applicable procedural guarantees;
- **[Poster](#)**: presenting the 10 main messages on access to the asylum procedure;
- **[Pocket book](#)**: featuring the core principles and main messages;
- **[Leaflet](#)** on frequently asked questions: providing answers to some of the common questions that first-contact officials may have on access to the asylum procedure.
- **[Video](#)**: providing guidance on the core obligations of first-contact officials at the borders or in detention facilities.

**Target Group:** First-contact officials

**Publication Date:** 08/2023

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## □ **Toolkit on access to the asylum procedure (Pact)**

[Practical Tools for First-Contact Officials: Access to the Asylum Procedure](#)

This toolkit on access to the asylum procedure was jointly developed by EUAA and the European Border and Coast Guard Agency (Frontex).

The toolkit is intended to support the identification of third-country nationals and stateless persons who may wish to apply for international protection.

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- **[Video](#)**: providing guidance on the core obligations of first-contact officials at the borders or in detention facilities.

**Target Group:** First-contact officials

**Publication Date:** 02/2026

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## □ **Practical guide on the registration and lodging of applications for international protection**

[This practical guide assists officers in their daily work to register applications for international protection](#)

This practical guide assists officers in their daily work to register applications for international protection and to support officers responsible for the lodging of applications. The guide does not cover registration and lodging conducted within the asylum border procedure.

**Target Group:** This guide is primarily intended for staff in national authorities competent for the registration and lodging of applications for international protection, as well as policymakers, supervisors, team leaders and managers in the national competent authorities.

**Publication Date:** 12/2025

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## **Practical Guide on Free Legal Counselling**

[Practical Guide on Free Legal Counselling](#)

This practical guide seeks to provide guidance for the design of national systems of free legal counselling, within the framework of the CEAS.

For a short overview of the practical guide, you can consult [the executive summary](#).

### **Target Group:**

Process managers of national authorities competent for:

- the determination of the Member State responsible for the examination;
- the registration, lodging and examination of applications for international protection in the asylum administrative procedure;
- the set-up and management of the organisation of the provision of legal counselling.

**Publication Date:** 10/2025

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## **Practical Guide on Information Provision in the Asylum Procedure**

Image

PF on Information provision in the Asylum Procedure

This practical guide was developed to support information providers during the asylum procedure. The guide describes information topics that need to be covered in the context of the asylum procedure and provides methodological guidance to ensure efficient information provision. This practical guide was developed in the context of the EUAA Let's Speak Asylum project, which provides a standardised set of practical tools for the implementation of information provision activities during the asylum procedures, the Dublin procedure, reception and resettlement.

**For more information visit the EUAA portal [Let's speak asylum](#).**

**Target Group:** Information provider, policymaker

**Publication Date:** 12/2024

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## **Registration: lodging of applications for international protection** [Practical Guide on Registration](#)

This practical tool presents a comprehensive approach for the lodging of applications for international protection. The tool is based on the relevant EU legal provisions and good practices gathered from Member States. It provides practical guidance to registration officers in their daily work and supports managers in strengthening the national registration process.

The tool provides structured guidance on registration procedures, including procedures related to special needs and Dublin considerations.

**Target Group:** Registration Officer

**Publication Date:** 2021

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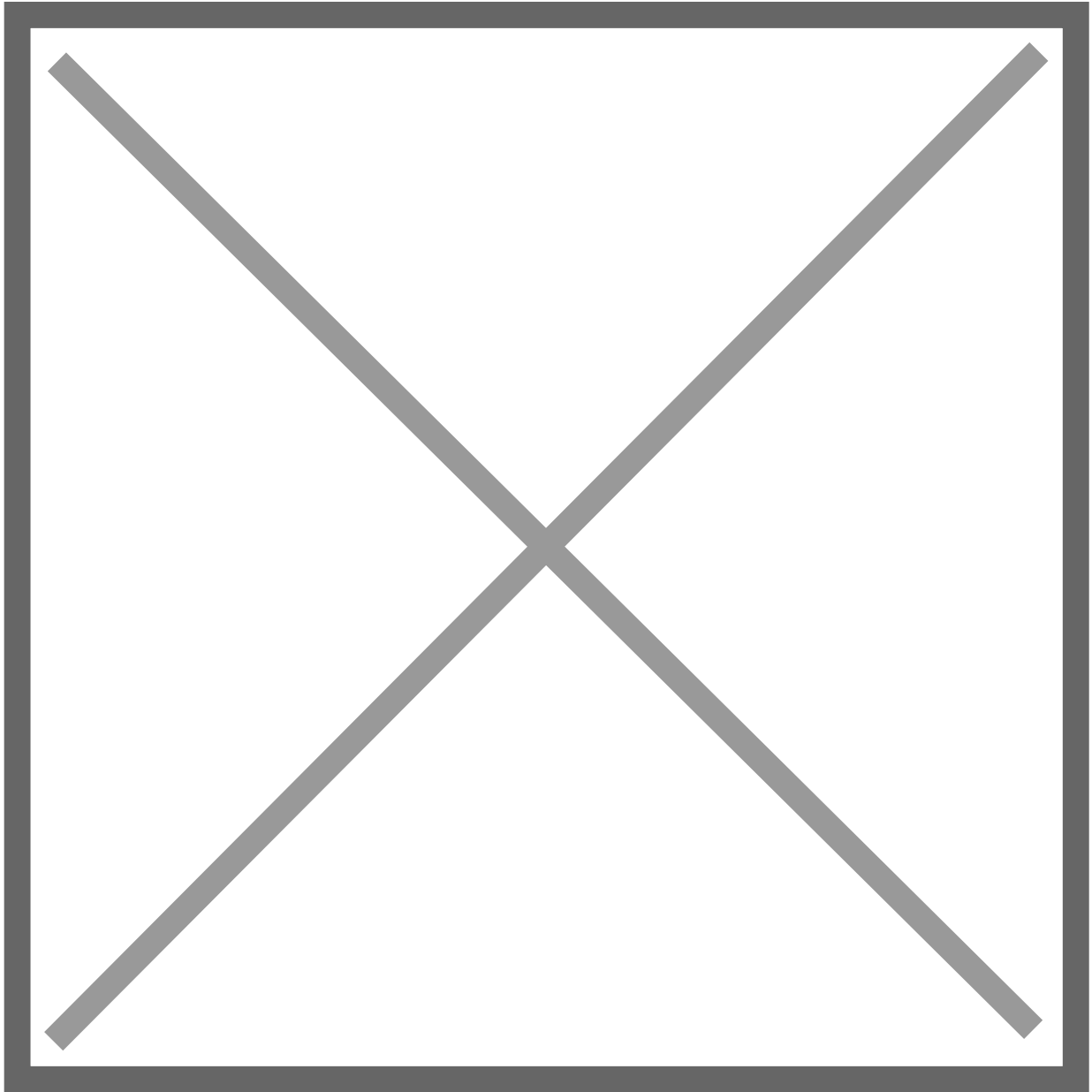
## **Examination of the application**

## **Examination of the application**

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## **Core practical guides**

- Qualification for international protection**



This practical guide intends to assist case officers and decision-makers in the examination of applications for international protection and application of the legal criteria on who qualifies for international protection, referring to both refugee status and subsidiary protection.

The guide includes checklists, guidance and references to legislation and case law in order to support the case officer in assessing whether the individual applicant qualifies for international protection.

The practical guide, which is also available in [html](#) format, includes a decision tree that describes all the steps in the decision-making process.

The decision tree flow chart is available in [poster](#) format.

**Target Group:** Case officers and quality assessors

**Publication Date:** 04/2018

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## **Evidence and risk assessment**

[Image](#)

[Cover of the Practical Guide on Evidence and Risk Assessment](#)

This guide provides a comprehensive methodology and core guidance to the case officer on the three steps of the evidence and risk assessment:

- gathering information
- credibility assessment
- risk assessment.

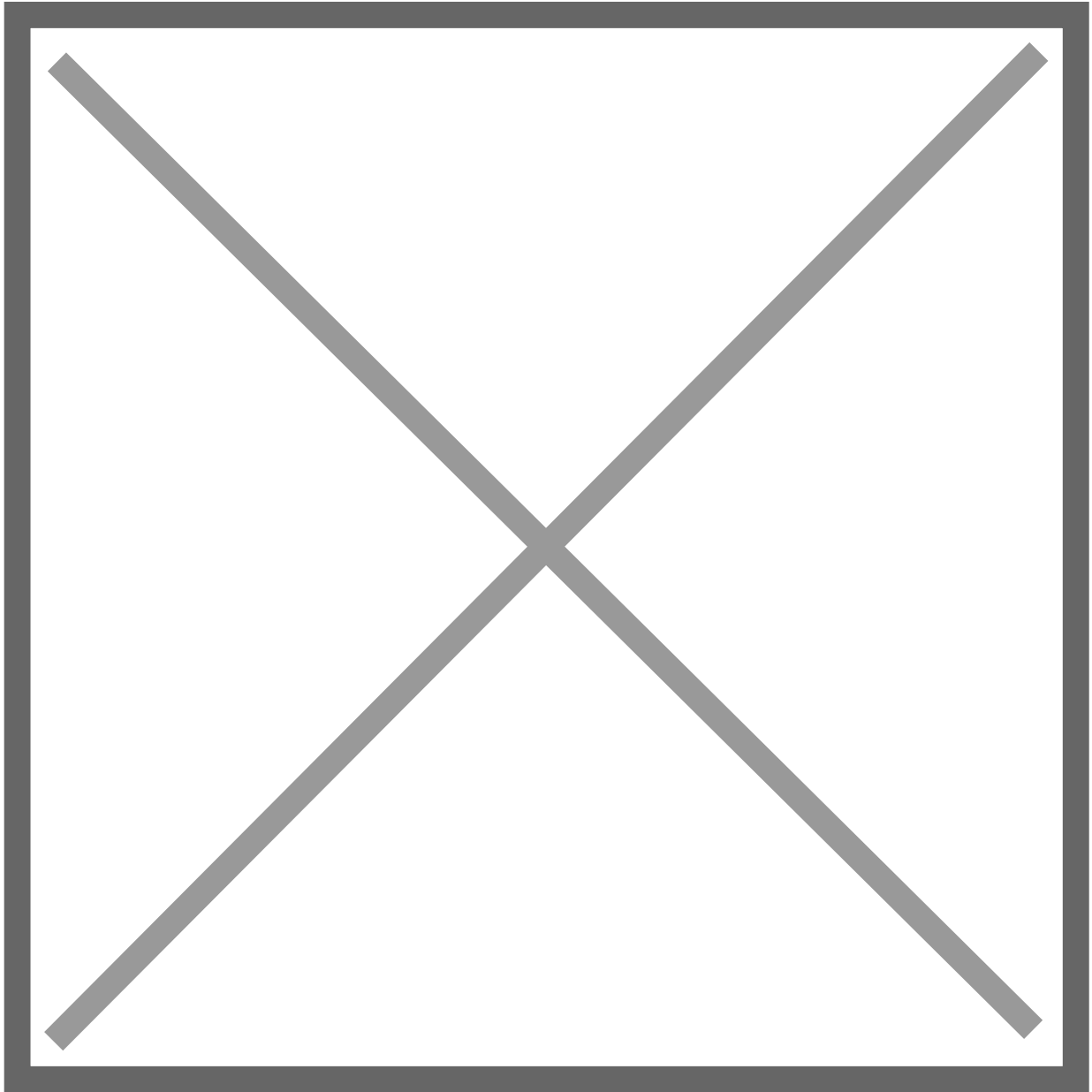
It includes practical tools and features, such as a checklist, flowcharts and examples.

**Target Group:** case officers, interviewers, decision-makers, policymakers in the national determining authorities, quality officers and legal advisers

**Publication Date:** 01/2024

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## **Personal interview**



Being the first practical tool developed within the EASO Quality Matrix process, this practical guide is designed to assist case officers across the EU and beyond in their daily work by providing a practical checklist and brief guidance in five stages relating to the conduct of the personal interview.

This includes preparation for the personal interview (Section 1), opening the interview and providing information (Section 2), conducting the interview (Section 3), including guidance regarding the substance of the application which needs to be explored during the interview (Section 4), and closing the interview and post-interview actions (Section 5).

The guidance provides hyperlinks to legal references which can be accessed directly for further consultation.

**Target Group:** Case officers

**Publication Date:** 10/2014

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## Thematic practical guides

### **Practical Guide on Subsequent Applications**

[Cover of the Practical Guide](#)

This practical guide supports Member States in the assessment of subsequent applications providing guidance on the registration and examination processes as well as on the special procedural rules.

#### **Target Group:**

Case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities

**Publication Date:** 03/2026

[Go to the tools](#)

### **Practical Guide on the Asylum Border Procedure**

## [Practical Guide on the Asylum Border Procedure](#)

This practical guide supports the determining authorities in setting up and managing the asylum border procedure.

### **Target Group:**

Process managers and policy officers responsible for setting up and managing the asylum border procedure (as well as quality officers, legal advisers and any other person working or involved in the asylum border procedure)

**Publication Date:** 03/2026

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## **Practical Guide on the Audio Recording of Personal Interviews**

[Cover image of the Practical Guide on the Audio Recording of Personal Interviews](#)

This guide provides practical guidance for administrations of Member States on how to set up a fit-for-purpose process and system for the audio recording of personal interviews, that includes necessary safeguards and ensures adequate management of the audio file.

### **Target Group:**

This guide is primarily intended for asylum administrations in charge of personal interviews, including policymakers in the national determining authorities. The guide can also be useful for case officers and file managers.

**Publication Date:** 10/2025

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**Practical Guide on Membership of a Particular Social Group**

[Cover of Practical Guide on Membership of a Particular Social Group](#)

This practical guide provides assistance in applying the reason for persecution of membership of particular social group. It offers a common approach and a common language for the practical application of the concept of a particular social group in the context of the common European asylum system.

**Target Group:** Case officers, quality assessors, decision- and policymakers

**Publication Date:** 05/2025

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**Guidance on Remote Interviews**

[Cover of the Guidance on Remote Interviews](#)

Guidance on remote interviews in the context of the asylum procedure regulation and asylum and migration management regulation.

**Target Group:** this guide is primarily intended for case officers, interviewers and decision-makers, as well as policymakers and process managers in the national authorities. Additionally, this tool is useful for quality officers and legal advisers

**Publication Date:** 04/2025

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**Practical Guide on Nationality**

[Cover of Practical Guide on Nationality](#)

**Concepts related to nationality and statelessness in the context of international protection**

This guide explains the concepts of nationality and statelessness and their implications for the assessment of the application for international protection.

**Target Group:** case officers, interviewers, decision-makers, policymakers in the national determining authorities, quality officers and legal advisers, registration and lodging officers

**Publication Date:** 03/2025

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**Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics - Examination procedure**

cover

It provides practical guidance on the key aspects of the examination of applications for international protection with SOGIESC-based claims, including the registration, personal interview, evidence and risk assessment and legal analysis.

It is part of the Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics, which consists of three standalone but complementary and interlinked Parts.

You may find the other two parts here:

- EUAA Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics - Cross-cutting elements
- EUAA Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics - Reception

The Guide is complemented by an Information Note.

**Target Group:** registration officers, asylum case officers, decision makers, policymakers in the national determining authorities, quality officers and legal advisers

**Publication Date:** 11/2024

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## **Interpretation in the Asylum Procedure**

Cover of Practical Guide on Interpretation in the Asylum Procedure

The practical guide and tools on Interpretation in the Asylum Procedure are primarily intended for interpreters working in the asylum procedure.

They include:

- **Practical Guide on Interpretation in the asylum procedure**

The practical guide informs interpreters on what to expect when performing their tasks, explains their role and key principles to uphold, and provides guidance on how to interpret in line with international standards.

- **Essential Rules on Interpretation in the Asylum Procedure**

The poster describes ten essential rules to keep in mind when interpreting in the asylum procedure.

- **Checklists on Interpretation in the Asylum Procedure**

The checklists can be used by interpreters:

- before undertaking their assignments, to remind themselves of key aspects necessary to ensure the quality of their interpretation;
- after completing their assignments, as a self-assessment tool to identify which aspects need to be improved.

**Target Group:** interpreters, interpreter coordinators, quality assurance officers, case officers

**Publication Date:** 02/2024

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- Political Opinion**

[Image](#)

[Practical Guide on Political Opinion](#)

This practical guide aims to provide case officers with a framework for the examination of applications for international protection based on political opinion.

**Target Group:** asylum case officers, decision makers, policymakers in the national determining authorities, quality officers and legal advisers

**Publication Date:** 12/2022

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**Interviewing Applicants with Religion-based Asylum Claims**

[Image](#)

[Practical Guide on Interviewing Applicants with Religion-based Asylum Claims](#)

This practical guide aims to help case officers conduct fairer and more efficient interviews in view of the complexity and challenges posed by religion-based asylum claims.

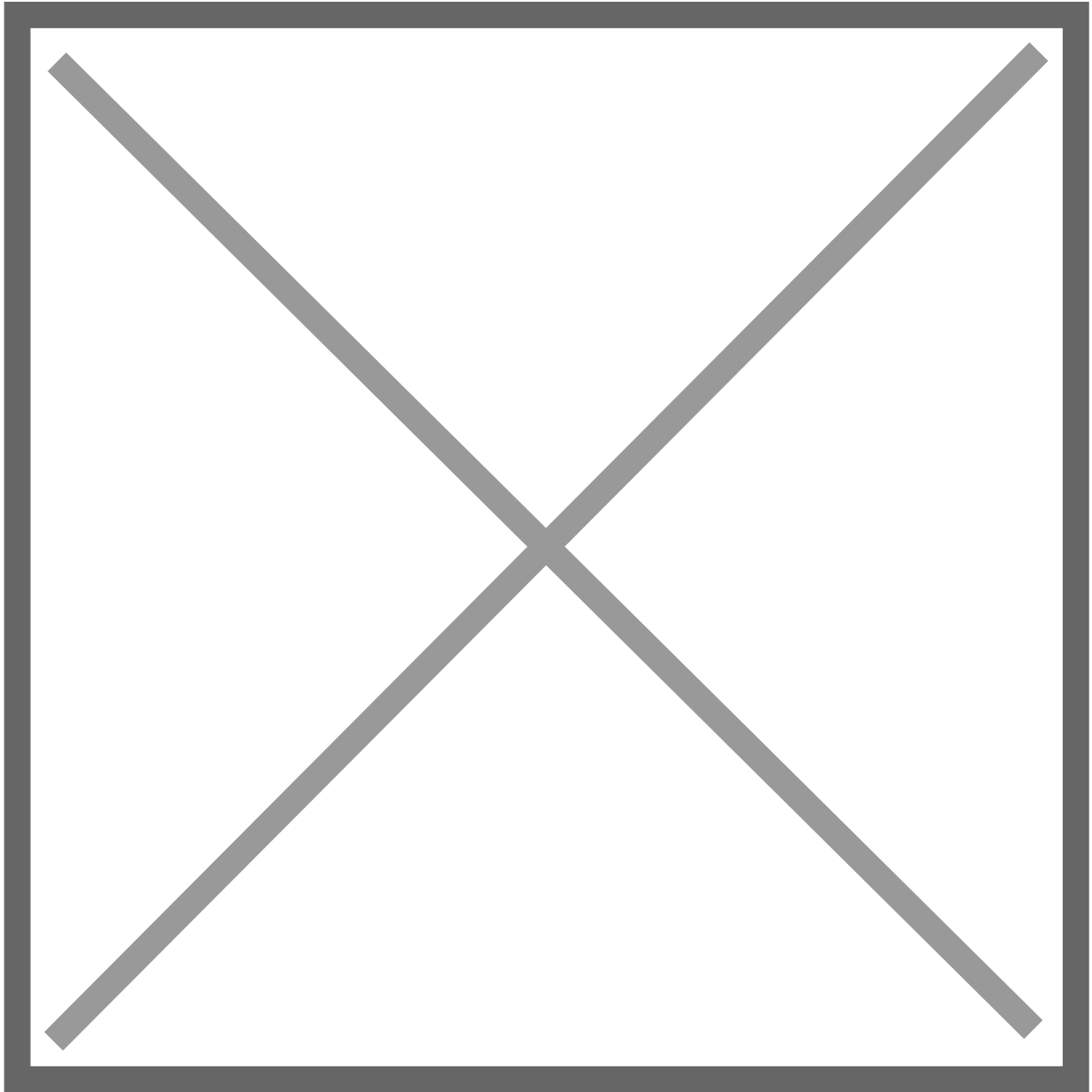
The guidance provided seeks to improve case officers' understanding of the concept of religion in the context of international protection and to support the creation of appropriate conditions for the personal interview.

**Target Group:** Case officers, quality assessors, legal advisers, trainers and policymakers of national asylum authorities

**Publication Date:** 11/2022

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**Application of cessation clauses**



This practical guide aims at providing guidance to case officers when examining the application of cessation clauses and to policy officers as well when implementing national workflows in the context of the cessation process.

The tool is structured in two layers of content, which address the application of the cessation clauses in a comprehensive manner:

Guidance on the substance of the assessment of the cessation provisions: individual behaviour of the beneficiaries leading to cessation; change of circumstances in the country of nationality / habitual residence; exemptions to the application of cessation;

legal consequences of cessation; special circumstances when examining cessation;

Guidance on the implementation of the cessation process in practice: workflows of the cessation process; procedural considerations during the implementation; checklists, points to consider and practical examples in the context of personal interviews on cessation, application of the burden of proof in cessation, legal analysis of cessation decisions.

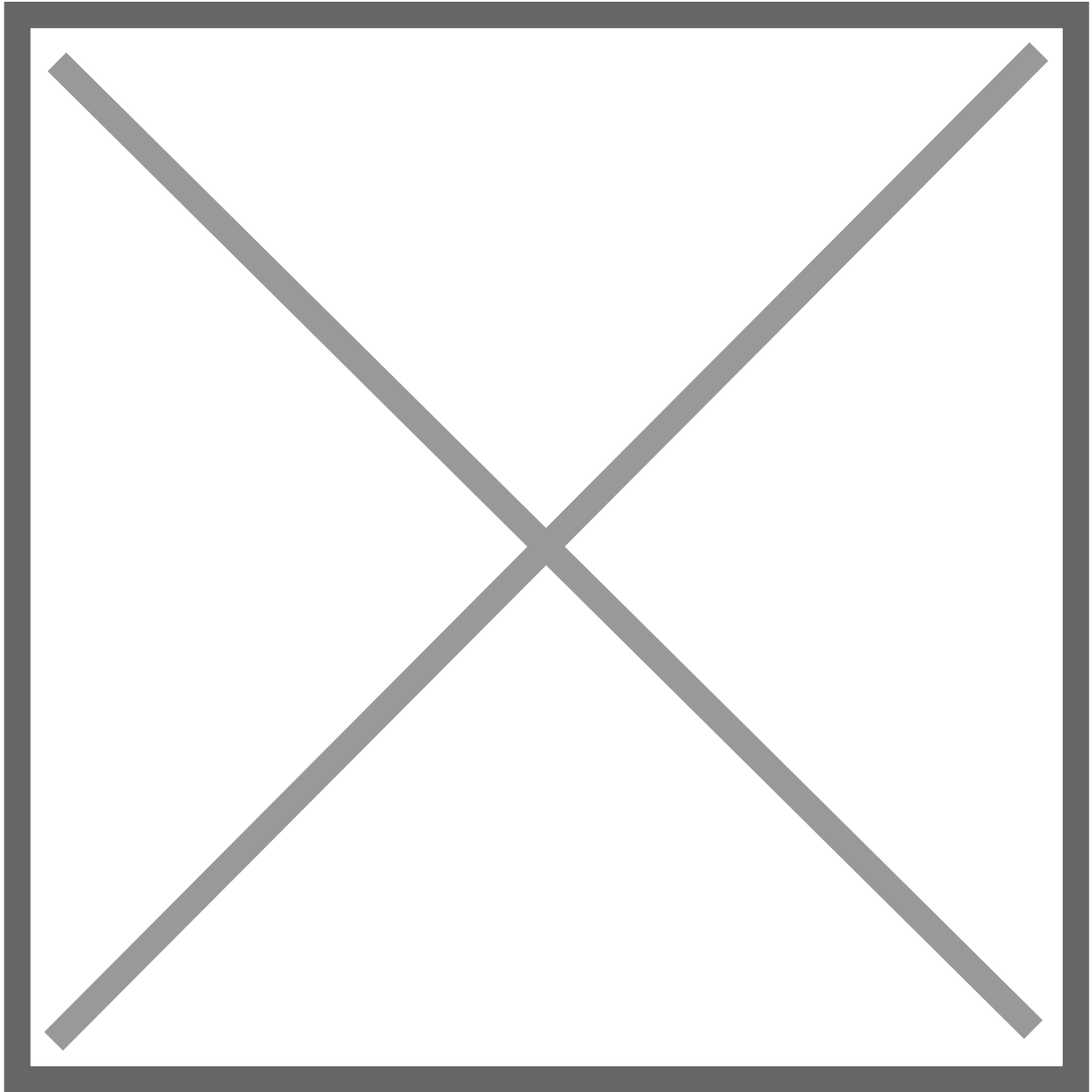
The guide also reflects on the special circumstances when examining cessation such as on practical challenges encountered when communicating with beneficiaries and on the organisation of large-scale cessation exercises.

**Target Group:** Case officers, decision- and policymakers of national asylum authorities, managers and quality assessors

**Publication Date:** 2021

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**Subsequent applications**



The aim of this tool is to provide guidance to case officers on the examination process and the special procedural rules for assessing subsequent applications. To this end, the tool is focusing on three main aspects:

- specific rules of procedure applied for the assessment of subsequent applications;
- interpretation and application of relevant concepts related to subsequent applications;
- exploration of the specific situations in which a subsequent application could be submitted.

**Target Group:** Case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities

**Publication Date:** 2021

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**Internal protection alternative**

[Practical guide on the internal protection alternative](#)

This practical tool aims at providing guidance to case officers and decision makers on the internal protection alternative (IPA) and its application. The guide reflects on relevant case law, national practices and provides practical examples for when case officers explore and assess the IPA during all steps of the procedure, such as during the interview and decision-making.

The guide outlines the parameters that need to be taken into consideration by case officers when identifying a potential IPA location and when assessing the IPA criteria in order to decide on its application. This includes the examination of safety; travel and admittance; and the reasonableness to settle in the IPA location.

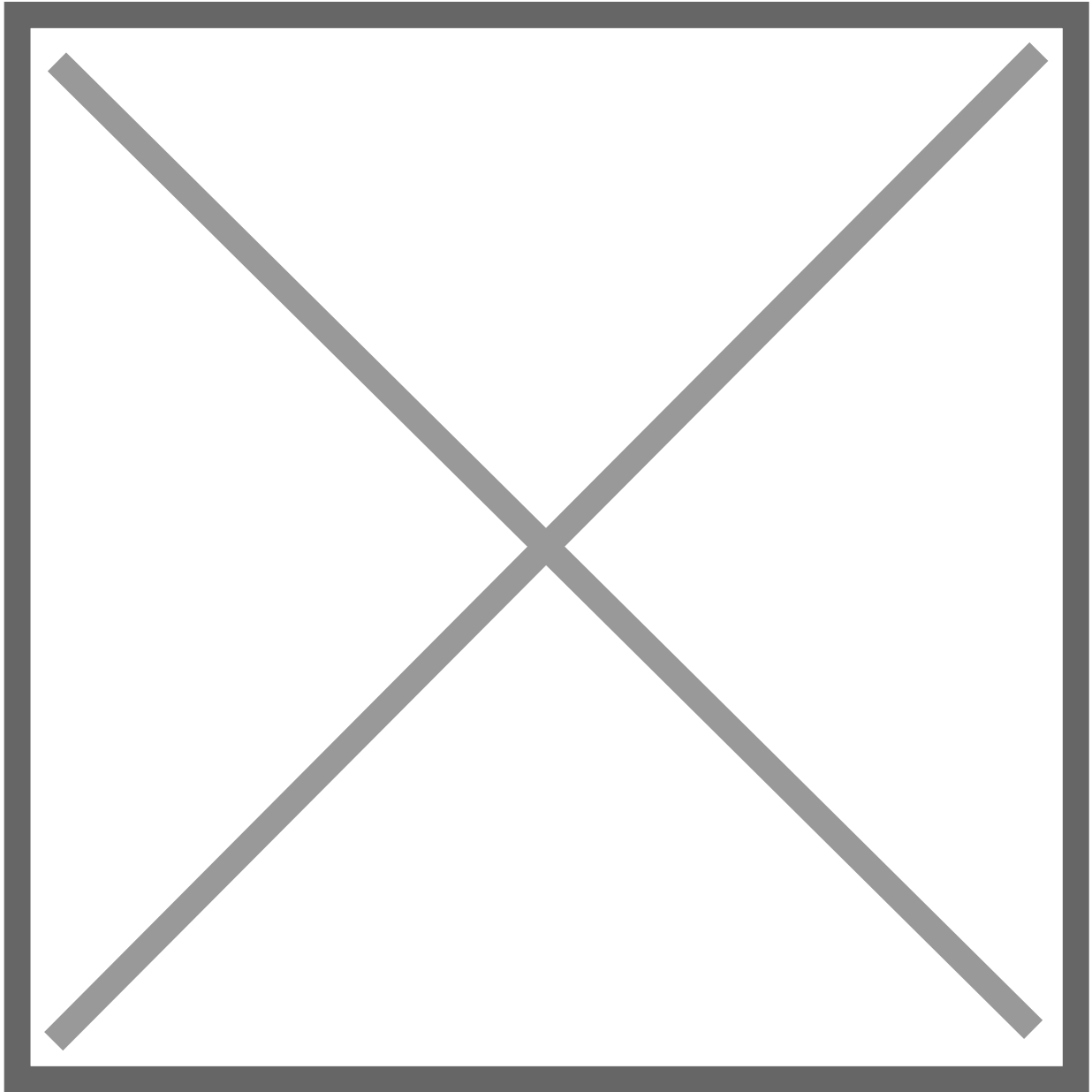
This practical guide is complemented by commonly encountered profiles of applicants and points to consider when case officers assess the IPA criteria, as well as with specific considerations regarding the application of IPA in relation to cessation clauses and subsequent applications.

**Target Group:** Case officers, decision- and policymakers of national asylum authorities, managers and quality assessors

**Publication Date:** 05/2021

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**Use of country of origin information by case officers for the examination of asylum applications**



This practical tool provides guidance to case officers on the practical use of country of origin information (COI) at different stages of the asylum procedure - when preparing and conducting the personal interview and when carrying out the credibility assessment and the risk assessment of the application for international protection. The practical guide is complemented with information about COI sources and practical tips for basic COI research.

The tool is structured in two layers, which can be used independently:

- guidance through the different parts of the procedure of examining the application for international protection highlighting the role of COI and its

standards;

- a checklist of recommended steps during the procedure of examining the application for international protection related to the use of COI.

**Target Group:** Case officers, quality assessors, legal advisers

**Publication Date:** 12/2020

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## **Membership of a particular social group**

[Guidance on membership of a particular social group](#)

This practical tool aims to support Member States in applying the concept of membership of particular social group (MPSG) as one of the 1951 Geneva Convention grounds of persecution in the examination process of applications for international protection. This soft convergence tool provides guidance in applying the same legal criteria and common standards when determining who qualifies for international protection.

The guide provides a set of principles and their application, structured in four main parts:

- legal basis of the concept of MPSG;
- legal analysis of the MPSG definition;
- the nexus between MPSG and persecution or absence of protection;
- commonly encountered profiles for which MPSG might be considered.

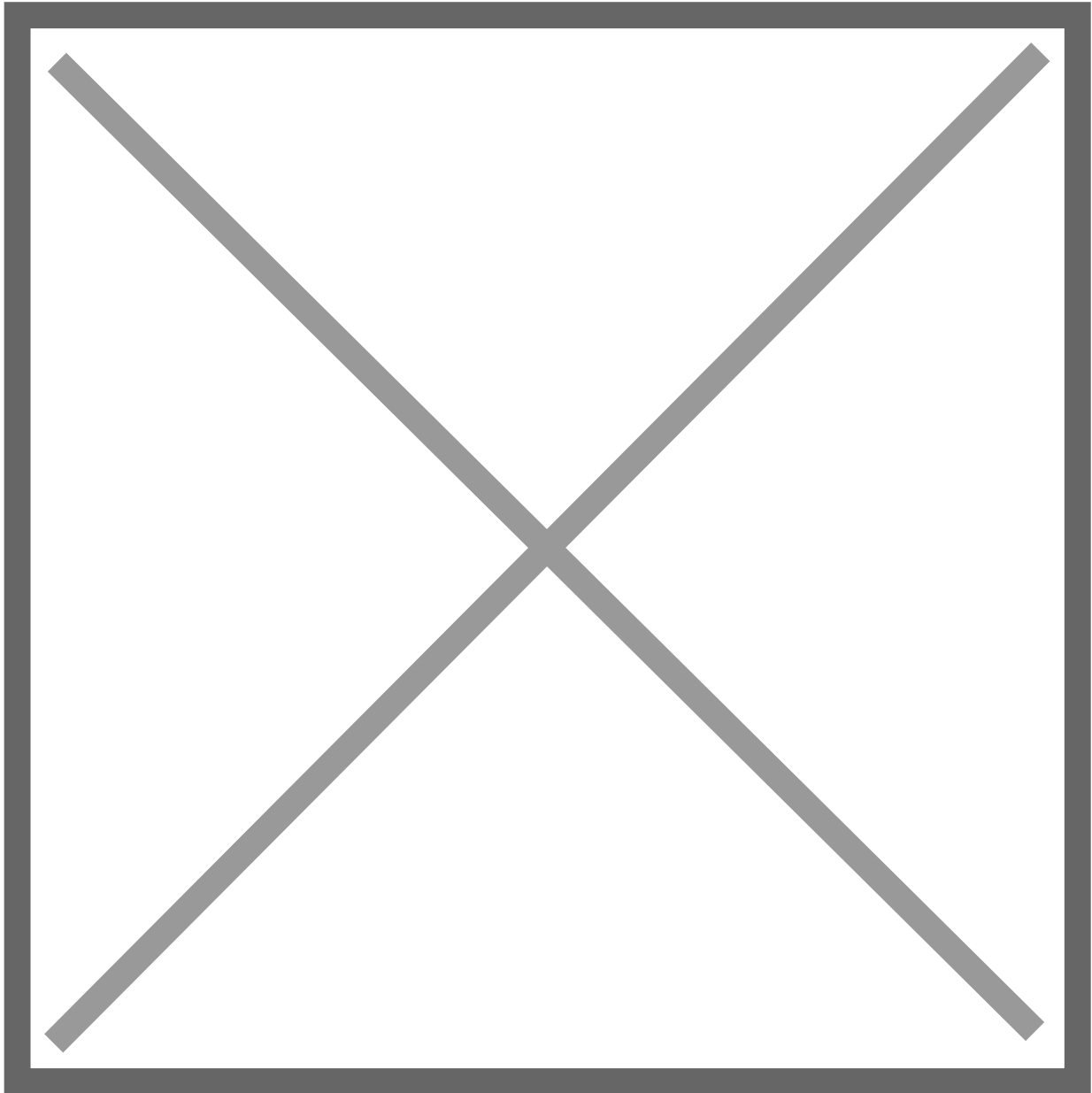
**Target Group:** Case officers, quality assessors, decision- and policymakers

**Publication Date:** 03/2020

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## **Recommendations**

**Conducting remote/online registration (lodging)**



This document was developed in the context of the COVID-19 emergency situation. The document focuses on alternative solutions for registration (lodging) of an application for international protection. It provides practical recommendations on how to introduce remote, online or IT elements into the registration process in order to render the overall process more efficient and better organised. The guidance has been developed as a result of thematic meetings held by the EASO Asylum Processes Network and builds on

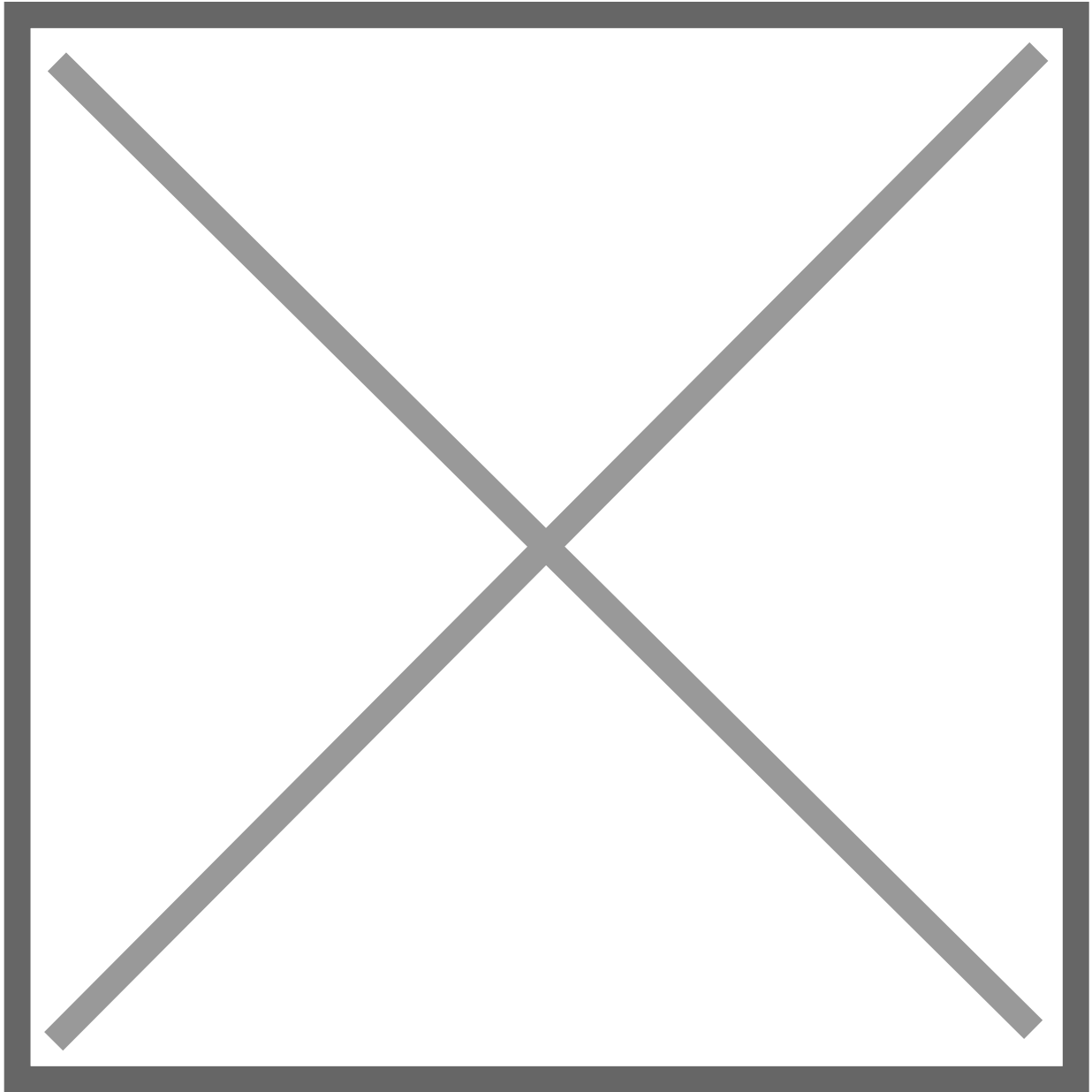
information provided by EU+ countries, good practices, as well as EASO practical tools. Furthermore, this document elaborates procedural safeguards and practical recommendations that asylum authorities may want to consider when facilitating the lodging of applications for international protection online/remotely.

**Target Group:** Case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities

**Publication Date:** 06/2020

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**Conducting the personal interview remotely**



This document was developed in the context of the COVID-19 emergency situation. The aim is to provide brief guidance on remote personal interviews based on good practices from across the EU+ countries and existing EASO guidance. Furthermore, this document elaborates procedural safeguards and practical recommendations that asylum authorities may want to consider when preparing and conducting a remote personal interview, including the following aspects:

- technical arrangements, security and confidentiality;
- practical arrangements prior, during and after the interview;
- legal considerations;
- interview techniques and quality-related consideration;
- vulnerability-related considerations.

**Target Group:** Case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities

**Publication Date:** 05/2020

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## Quality Matrix

### **Synthesis Report on Personal Interview, Evidence Assessment and Qualification**

[Image](#)

[Quality Matrix Synthesis Report on Personal Interview, Evidence Assessment and Qualification](#)

The report gives an overview practices of EU+ countries' asylum administrations related to the personal interview, evidence assessment and qualification, focusing on overall trends. The aim of the report is to give interested parties an insight in the practices of EU+ countries' asylum administrations at a general, aggregated level.

**Target Group:** case officers, decision-makers, policymakers in the national determining authorities, quality officers and legal advisors

**Publication Date:** 12/2022

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## Video / animation

### **Core Practical Guides on the Examination of the Application for International Protection**

This video presents shortly the Practical Guides on [Personal Interview](#), [Evidence Assessment](#) and [Qualification for International Protection](#). These guides support case officers in EU+ countries with their daily work on examining applications for international protection.

**Target Group:** National administrations for asylum, asylum and reception practitioners

**Publication Date:** 11/2021

[Watch](#)

## Dublin procedure

**Dublin procedure**

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### Operational standards and indicators

**Operational standards and indicators on the Asylum and Migration Management Regulation**

[Operational Standards and Indicators - Asylum and Migration Management Regulation](#)

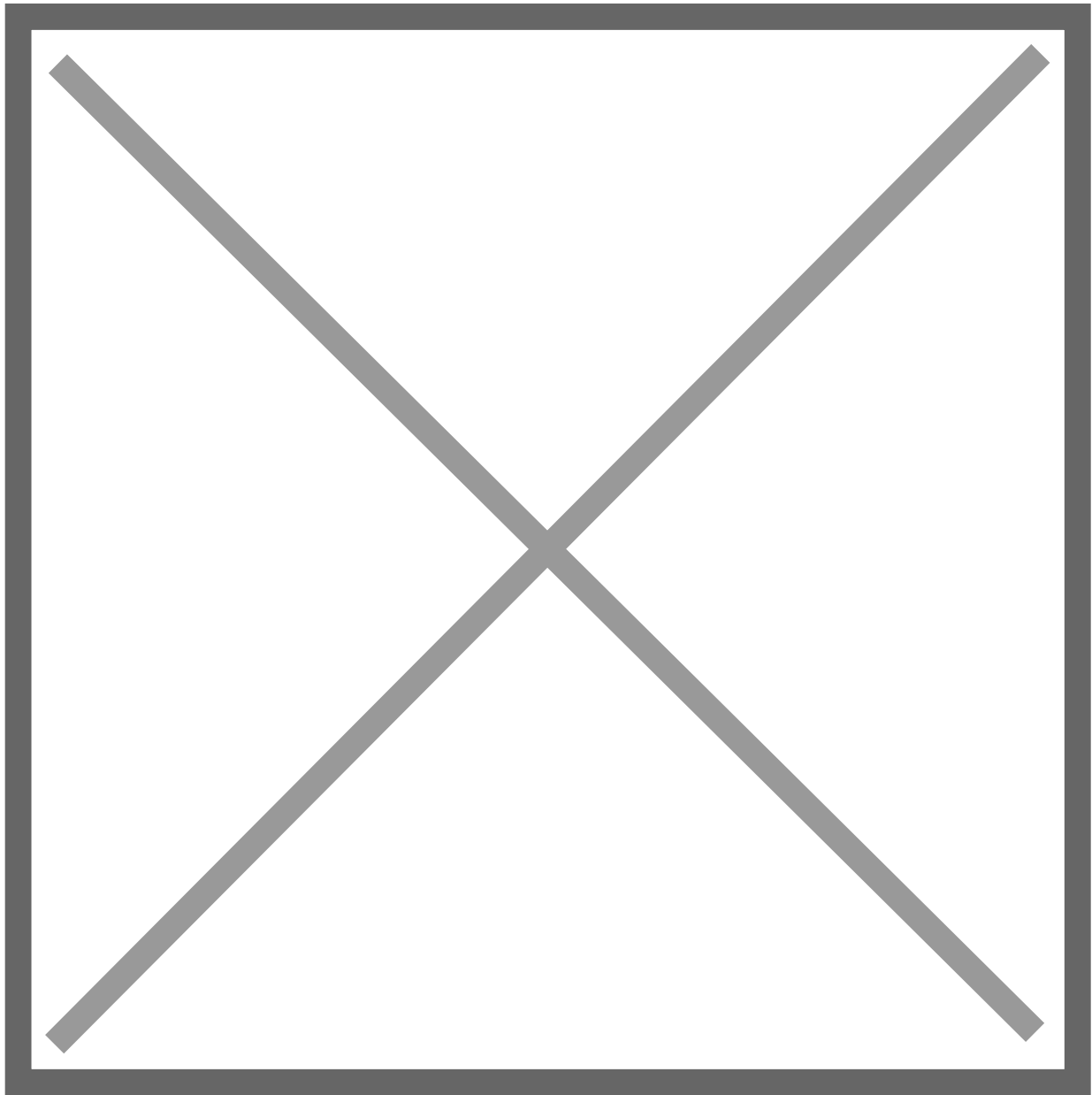
These operational standards and indicators support Member State in the implementation of the Asylum and Migration Management regulation

**Target Group:** asylum case officers, interviewers and decision-makers, as well as policymakers in the national determining authorities.

**Publication Date:** 03/2026

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**Guidance on the Dublin procedure: operational standards and indicators**



This guidance aims to help Member States with operationalising the existing legal provisions of the Dublin III Regulation and applying them in a harmonised way. It presents a tool to support the technical operation of the Dublin units, which can also be used as an instrument for self-assessment.

**Target Group:** Policymakers, managers in the national determining authorities, quality assessors

**Publication Date:** 03/2020

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## Practical guides

### **Practical Guide on the Solidarity Mechanism**

[Cover of PG on the Solidarity Mechanism](#)

This guide is intended to support the practical implementation of the AMMR solidarity mechanism specifically in relation to the operational implementation of relocation.

**Target Group:** Asylum case officers, AMMR officers, relocation officers, interviewers and decision-makers, as well as policymakers in the national determining authorities.

**Publication Date:** 03/2026

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### **Practical Guide on the Audio Recording of Personal Interviews**

[Cover image of the Practical Guide on the Audio Recording of Personal Interviews](#)

This guide provides practical guidance for administrations of Member States on how to set up a fit-for-purpose process and system for the audio recording of personal interviews, that includes necessary safeguards and ensures adequate management of the audio file.

**Target Group:**

This guide is primarily intended for asylum administrations in charge of personal interviews, including policymakers in the national determining authorities. The guide can also be useful for case officers and file managers.

**Publication Date:** 10/2025

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 **Guidance on Remote Interviews**

Cover of the Guidance on Remote Interviews

Guidance on remote interviews in the context of the asylum procedure regulation and asylum and migration management regulation.

**Target Group:** this guide is primarily intended for case officers, interviewers and decision-makers, as well as policymakers and process managers in the national authorities. Additionally, this tool is useful for quality officers and legal advisers

**Publication Date:** 04/2025

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 **Practical Guide on Family Tracing - Part I**

cover of Practical guide on Family Tracing I

The Practical Guide on Family Tracing – 2nd edition supports EU+ countries in fulfilling their obligations to trace family members of unaccompanied children, in line with their best interests. It reflects the updated legal framework under the Pact on Migration and Asylum, including Article 22 of the asylum and migration management regulation, and aims to align existing practices with new standards.

This part provides comprehensive guidance on tracing family members — both within the EU+ and in third countries — for adult and child asylum seekers, without covering the decision-making process itself.

**Target Group:** staff members working in family tracing or family reunification cases, child protection officers, guardians, asylum practitioners, interviewers, decision-makers, case officers at AMMR Units, legal counsellors, policy officers, managers and quality officers, senior advisers, first-contact officials, staff involved with screening, registration staff, immigration police and reception officers

**Publication Date:** 04/2025

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## **Practical Guide on Family Tracing - Part II**

Cover of Practical Guide on Family Tracing - Part II

The Practical Guide on Family Tracing – 2nd edition supports EU+ countries in fulfilling their obligations to trace family members of unaccompanied children, in line with their best interests. It reflects the updated legal framework under the Pact on Migration and Asylum, including Article 22 of the asylum and migration management regulation, and aims to align existing practices with new standards.

This part supports case officers in the prioritisation of family cases under the asylum and migration management regulation to trace and identify family members of an applicant in the EU+ countries.

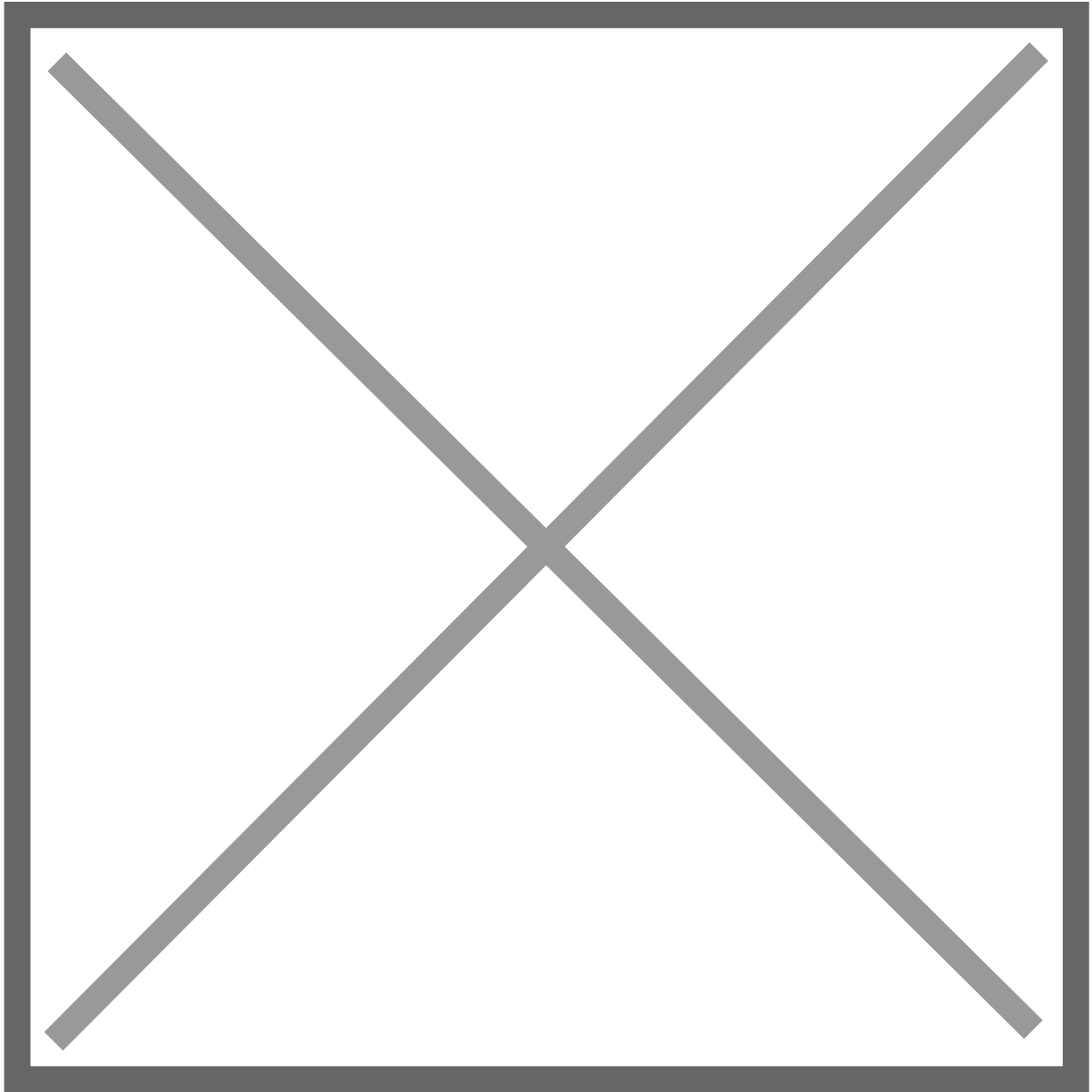
- [Family Tracing Form - Adult](#)
- [Family Tracing Form - Child](#)

**Target Group:** staff members working in family tracing or family reunification cases, child protection officers, guardians , asylum practitioners, interviewers, decision-makers, case officers at AMMR Units, legal counsellors, policy officers, managers and quality officers, senior advisers, first-contact officials, staff involved with screening, registration staff, immigration police and reception officers

**Publication Date:** 04/2025

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**Information Provision in the Dublin Procedure**



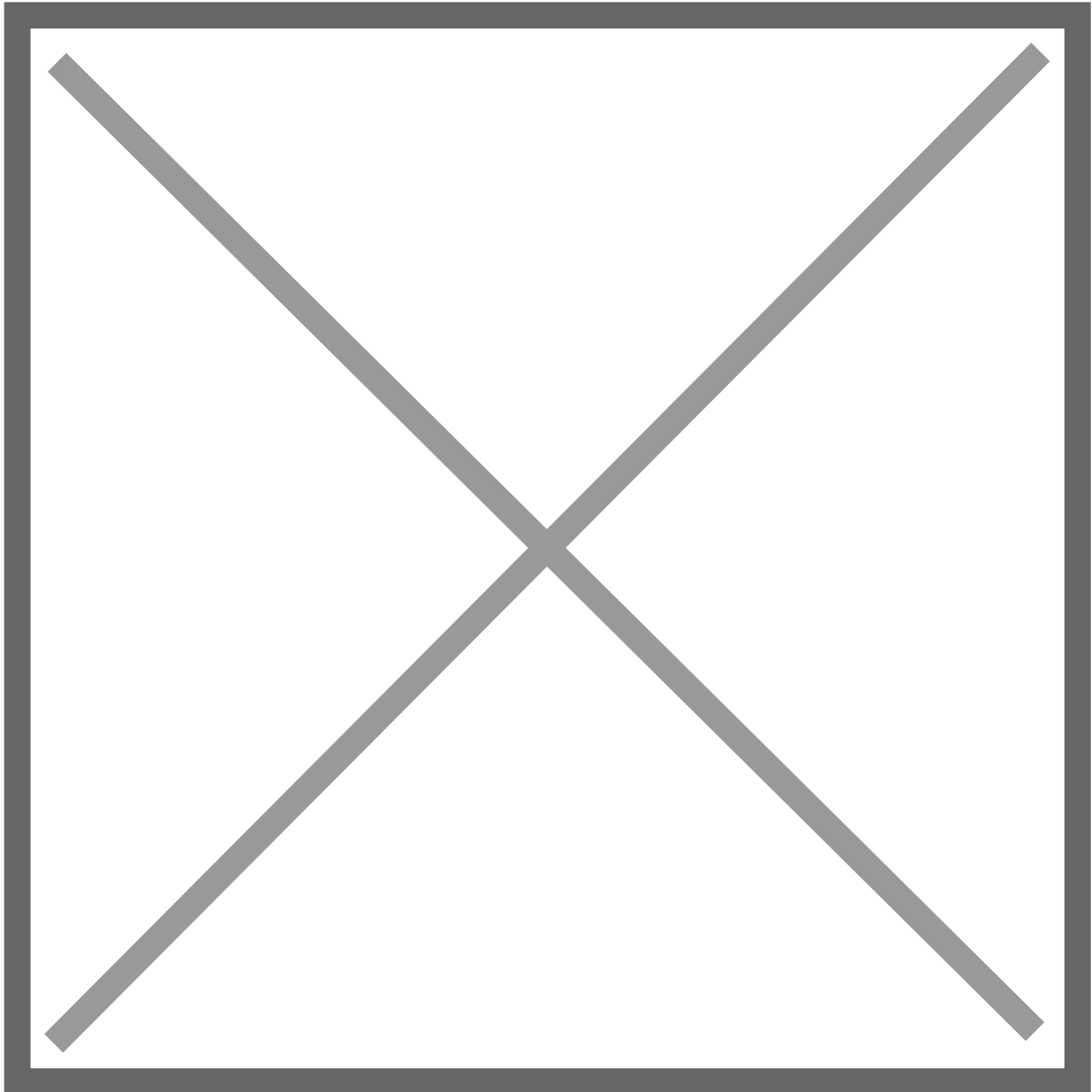
Providing information on the Dublin procedure to applicants for international protection is an integral part of the procedure itself. This practical guide was developed to support all officials tasked with providing such information in an effective manner.

**Target Group:** Registration Officer

**Publication Date:** 12/2021

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**Implementation of the Dublin III regulation: Personal interview and evidence assessment**



This practical tool has been developed to support Dublin practitioners in their daily work in the implementation of the Dublin III regulation.

The guide looks at two particular topics in the context of the Dublin procedure, personal interview and evidence assessment.

The guide is structured in three layers, which are to be used independently or in an interlinked manner:

- guidance through the different elements of the conduct of personal interview and evidence assessment in the context of the Dublin system;
- checklists as a practical reminder for those conducting personal interviews and evidence assessment;
- references to legislation, relevant case-law and additional sources.

**Target Group:** Dublin practitioners

**Publication Date:** 10/2019

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## Recommendations

### **Family Reunification within the Dublin procedure**

[Family Reunification within the Dublin procedure](#)

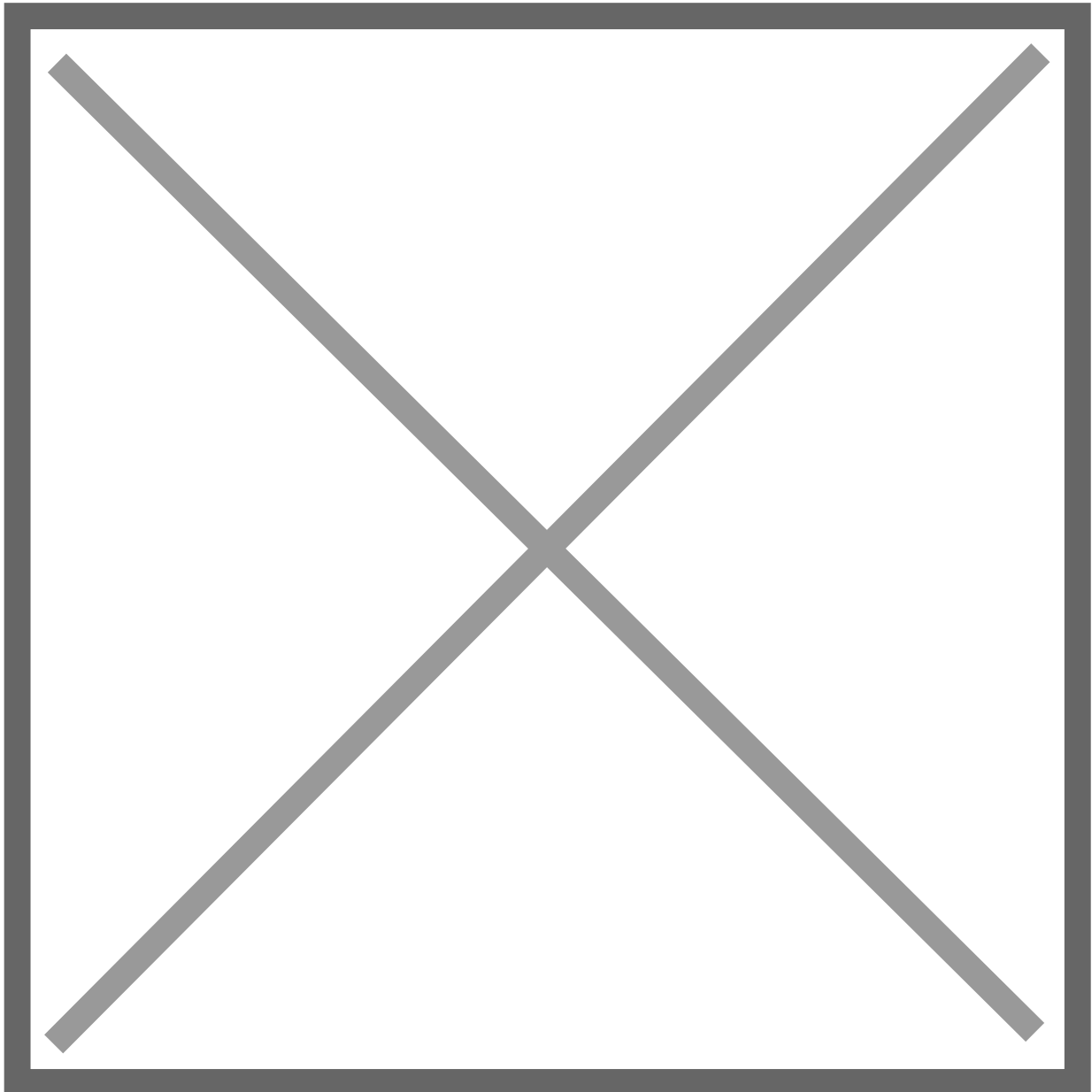
These recommendations aim at facilitating cooperation, increasing quality standards and supporting the harmonisation of processes among Member States in family reunification cases in the Dublin procedure.

**Target Group:** Anyone working with family reunification cases within the Dublin procedure, but primarily readers who are already familiar with the Dublin procedure. Managers, policy officers, quality officers and legal advisers who are in position to initiate process improvement.

**Publication Date:** 09/2023

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**Dublin transfers**



The recommendations provide guidance reflecting commonly agreed best practices in the field of Dublin transfers. These recommendations are intended for all staff categories that are involved in the planning, organisation and execution of Dublin transfers. The majority of the recommendations are intended for Dublin case officers and staff in Member States authorities working operationally on Dublin transfers.

**Target Group:** Case officers, Dublin practitioners and policymakers

**Publication Date:** 04/2023

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**Information Exchange between Dublin Units**

[Recommendations on information exchange](#)

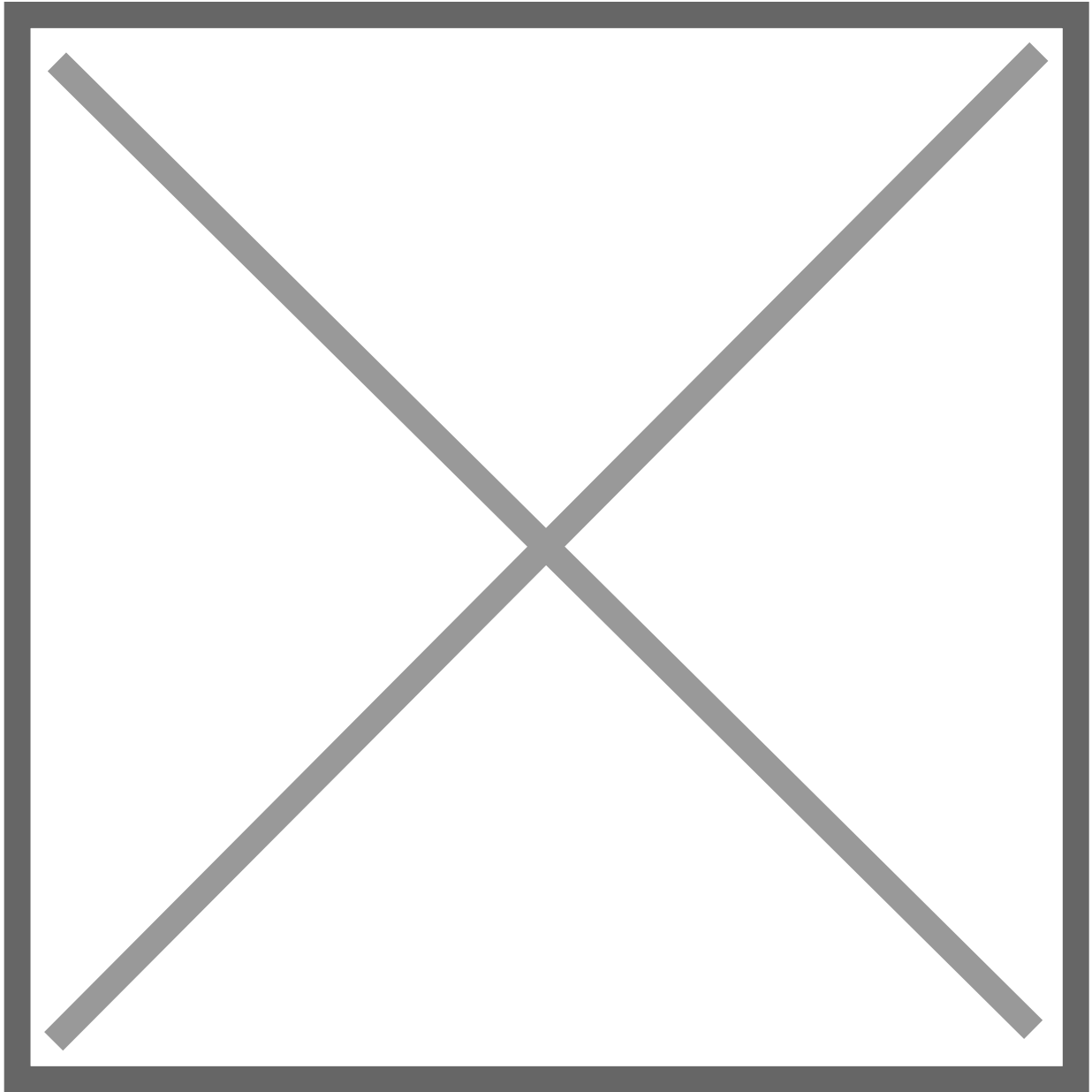
This document aims to promote best practices for exchanging information between Dublin Units in an efficient and effective way.

**Target Group:** Case officers, Dublin practitioners, and policymakers

**Publication Date:** 12/2021

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**Operational and Technical Use of DubliNet**



This document aims to promote best practices for the operational and technical use of DubliNet in the Member States.

**Target Group:** Dublin practitioners and policymakers

**Publication Date:** 12/2021

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## Exclusion

## Exclusion

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## Practical guides

### **Exclusion for Serious (Non-Political) Crimes**

[Practical guide on Exclusion for serious crimes](#)

This guide provides a brief reminder of the main elements of the exclusion examination and explains the constitutive elements of the serious (non-political) crimes ground, the interplay between exclusion for serious (non-political) crimes and closely related provisions, as well as its relation to criminal proceedings.

Additional information on circumstances that can be taken into account as part of the individual analysis of the seriousness of a crime and regarding relevant principles and notions of criminal law and criminal procedure law can be consulted in the annexes.

**Target Group:** Case officers, quality assessors, legal advisors

**Publication Date:** December 2021

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### **Exclusion**

[Exclusion - cover image](#)

EASO has developed a practical guide to assist in the detection and examination of potential exclusion cases. The guide focuses on exclusion grounds under Article 12(2) and Article 17 Qualification Directive (2011/95/EU) and covers the following aspects:

- what is exclusion?;
- detection of potential exclusion cases;
- referral and procedural guarantees;

- interview with a focus on exclusion: preparation and conducting the interview;
- evidence assessment;
- legal analysis: qualification of excludable acts and individual responsibility;
- drafting the decision elements related to exclusion;
- referral for investigation and/or prosecution.

This tool consists of **checklists**, brief **guidance** and references to relevant **legislation and case law**. It also envisages dedicated space for capturing **national approaches**.

**Target Group:** Case officers and quality assessors

**Publication Date:** 01/2017

[Go to the tool](#)

## Quality assurance in the asylum procedure

### Quality assurance in the asylum procedure

[send feedback](#)

### Practical guide

#### **Practical Guide on Quality Assurance in asylum procedures**

[Image](#)

[quality assurance in asylum procedure](#)

This guide aims to support asylum administrations to implement a quality assurance methodology in the asylum procedure and further develop their quality management systems.

At the same time, the guide explains how measures can be implemented in practice to ensure the quality of personal interviews and first-instance decisions.

**Target Group:** Case officers, quality assurance officers, policy makers, legal advisers, management officials.

**Publication Date:** 05/2024

[Go to the tool](#)

## Practical tool

### **Quality Assurance Tool: Examining the application for international protection**

[quality assurance tool](#)

EUAA has developed a tool to provide EU+ countries with a common framework for quality assessment of the examination of applications for international protection. The tool allows for a systematic quality review of personal interviews and the first-instance decisions in substance and on admissibility grounds (safe third country concept). The tool includes:

- [Quality Assurance Tool application](#)
- [Quality Assurance Tool guidance](#)

**Target Group:** Case officers and quality assessors, legal advisers

**Publication Date:** 05/2024

[Go to the tool](#)

## Operational standards and indicators

### **Operational Standards and Indicators on the Asylum Procedure**

This is a practical tool to support Member States achieve fair and effective asylum procedures and strengthen the CEAS at an operational level. It is complemented by the [Operational Standards and Indicators on Vulnerability-related Aspects in the Asylum Procedure](#).

**Target Group:** decision- and policymakers of national asylum authorities, managers and quality assessors, case officers and first-contact officials

**Publication Date:** 11/2025

[Go to the tool](#)

### **Operational Standards and Indicators on Vulnerability-related Aspects in the Asylum Procedure**

This is a practical tool complementing the [Operational Standards and Indicators on the Asylum Procedure](#) with vulnerability-related standards and indicators and a theoretical introduction to vulnerability. It aims to support Member States achieve fair and effective asylum procedures and strengthen the CEAS at an operational level for applicants in a vulnerable situation.

**Target Group:** decision- and policymakers of national asylum authorities, managers and quality assessors, case officers, first-contact officials and vulnerability experts

**Publication Date:** 11/2025

[Go to the tool](#)

**Guidance on Contingency planning and preparedness in the asylum procedure**

[Image](#)

[Cover of Guidance on Contingency Planning and Preparedness in the Asylum Procedure](#)

This guidance provides operational standards and indicators on contingency planning in the asylum procedure in order to help EU+ countries to build or review their national contingency plans based on the proposed standards.

**Target Group:** personnel responsible for contingency planning in the asylum procedure, policymakers, and managers in the national determining authorities of international protection

**Publication Date:** 05/2024

[Go to the tool](#)

**Guidance on asylum procedure: operational standards and indicators**

[Guidance on asylum procedure: operational standards and indicators](#)

The overall objective of this guidance is to support Member States in the practical implementation of key provisions of the Asylum Procedures Directive (2013/32/EU) to achieve fair and effective asylum procedures and to strengthen the CEAS at an operational level. The guidance can also serve as tool to strengthen national asylum procedures at policy level and as reference for the development of national monitoring frameworks and conduct of self-assessments of the asylum procedure. Built on existing practices that can be found within the EU, this guidance formulates commonly acknowledged operational standards and indicators that are realistic and achievable across all Member States and provides examples of good practice.

The guidance is structured in three areas of interest: access to procedure, guarantees for the applicants and examination of the application.

**Target Group:** Decision- and policymakers of national asylum authorities, managers and quality assessors, first-contact officials

**Publication Date:** 09/2019

[Go to the tool](#)

## **Self-Assessment Tool on the Quality of the Asylum Procedure**

[Cover of Self assessment tool](#)

### **Implementation of the guidance on asylum procedure: Operational standards and indicators**

The aim of the tool is to provide an IT solution that facilitates efficient self-assessment of the quality of asylum procedures by the relevant administrations.

**Target Group:** staff involved in quality assurance activities, decision-makers, policymakers of national asylum authorities, legal officers, supervisors and managers

**Publication Date:** 07/2025

[Go to the tool](#)

## **Video / animation**

### **Quality in the context of the asylum procedure**

The animation presents the main principles of quality in the context of the asylum procedure and explains how the EUAA supports the EU+ countries in assuring quality. Good quality is achieved through a procedure that is fair, efficient, transparent and in accordance with legal standards.

**Target Group:** national administrations for asylum, NGOs, asylum and reception practitioners

**Publication Date:** January 2022

[Go to animation](#)

## **Reception**

## Reception

[send feedback](#)

## Guidance

### **Operational Standards and Indicators on Reception including Vulnerability-related Aspects**

[Cover of the Operational Standards and Indicators on Reception including Vulnerability-related Aspects](#)

These standards and indicators support Member States in the implementation of reception-related aspects of the CEAS.

**Target Group:** decision-and policymakers of national reception authorities, managers and quality officers, reception officers, legal advisers and vulnerability experts

**Publication Date:** 04/2026

[Go to the tool](#)

### **Practical Guide on the Management of a Reception Centre**

[Practical Guide on the Management of a Reception Centre](#)

This practical guide supports national administrations in implementing key aspects related to the management and organisation of collective reception centres, with a focus on the

initial phase of reception (i.e. arrival in reception) and the link with procedural aspects.

**Target Group:** policymakers, reception centre managers, reception managers, senior reception officers, architects, engineers

**Publication Date:** 12/2025

[Go to the tool](#)

### **Guidelines on Alternatives to Detention**

Guidelines on Alternatives to Detention

The guide contains guidelines on defining, establishing, deciding, implementing, reviewing and ending alternatives to detention, with specific considerations regarding their applicability in the context of a border procedure.

**Target Group:** National authorities responsible for detention and/or alternatives to detention, including decision-makers and policymakers, any other person working or involved in the field of detention or alternatives to detention

**Publication Date:** 12/2024

[Go to the tool](#)

### **Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics -**

## Reception

### Cover

It provides guidance and practical recommendations on the design and management of reception systems and the provision of reception conditions taking into account the specific needs of LGBTIQ applicants.

It is part of the Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics, which consists of three standalone but complementary and interlinked Parts.

You may find the other two parts here:

- EUAA Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics - Cross-cutting elements
- EUAA Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics- Examination procedure

The Guide is complemented by an Information Note.

**Target Group:** Reception workers, policymakers and managers of reception services (national reception authorities, civil society, organisations , other stakeholders tasked with the provision of reception conditions)

**Publication Date:** 11/2024

[Go to the tool](#)

## Guidance on Reception

### Guidance on Reception

The standards and indicators elaborated in this guidance support Member States in the implementation of reception-related aspects of the CEAS, complementing EASO's 2016

guidance.

**Target Group:** Reception officers, policymakers and managers of national reception authorities

**Publication Date:** 05/2024

[Go to the tool](#)

**Reception conditions for unaccompanied children: Operational standards and indicators**

[guidance on reception conditions for unaccompanied children](#)

This guidance is intended to provide support to EU+ countries in the implementation of key provisions of the Reception Conditions Directive (2013/33/EU), while ensuring an adequate standard of living for unaccompanied children that takes into account their special reception needs. It can be used at both policy and operational level as a framework for further development of reception standards at national level and as a tool to support reception authorities working with unaccompanied children in planning and in running of reception facilities and providing adequate care according to specific needs.

The standards and indicators laid down in this guidance address the specific needs of unaccompanied children in reception facilities, though the guidance may also be applicable for accompanied children.

The guidance is structured in nine sections providing respective standards, measurement indicators as well as good practice:

- information and representation
- identification of special reception needs of children
- allocation
- day-to-day care

- staff
- healthcare
- education
- food and clothing
- housing.

The tool is complemented by the IT app <https://arc.euaa.europa.eu>

**Target Group:** Reception officers, policymakers and managers of national reception authorities

**Publication Date:** 12/2018

[Go to the tool](#)

## **Contingency planning in the context of reception**

[Guidance on contingency planning](#)

This guidance aims to assist Member States' reception authorities in their preparedness and ability to cope with situations of mass influx or unexpected events.

The tool provides detailed guidance on contingency planning to facilitate early action, manage future uncertainty and help anticipate and solve problems related to potentially high-influx situations.

The guidance is structured in 13 sections, complemented with checklists and following an integral approach to contingency planning.

These sections include:

- management and decision-making
- information management
- external coordination
- budget management and financial resources
- housing capacity
- resource management
- human resources
- minimum standards relating to reception conditions

- security/safety and prevention.

**Target Group:** Reception officers, policymakers and managers of national reception authorities

**Publication Date:** 03/2018

[Go to the tool](#)

## **Reception conditions: Operational standards and indicators**

[Guidance on reception conditions: standards and indicators](#)

This guidance is intended to provide support to Member States in the implementation of the key provisions of the Reception Conditions Directive (2013/33/EU). It can be used at both policy and operational level as a framework for further development of reception standards at national level and as a tool to support reception authorities in planning and in running of reception facilities.

The guidance is structured in eight key sections, reflecting key areas of directive, providing respective standards, measurement indicators as well as good practice:

- housing
- food
- clothing and other non-food items
- daily expenses allowance
- healthcare
- provision of information and counselling
- identification, assessment and response to special needs
- staff training.

The tool is complemented by the IT app [arc.easo.europa.eu](http://arc.easo.europa.eu).

**Target Group:** Reception officers, policymakers and managers of national reception authorities

**Publication Date:** 09/2016

[Go to the tool](#)

## Practical tools

### **Site Assessment Tool (SAT)**

[SAT - Site Assessment Tool](#)

The Site Assessment Tool application (SAT app) is a technical solution that provides EU+ Member States with a user-friendly tool for a more streamlined and efficient way in better dealing with the assessment of infrastructural components of potential reception facilities. It provides insights into the overall quality of sites and buildings and enabling the generation of individual and comparative reports.

**Target Group:** Reception practitioners, site planners, architects and engineers

**Publication Date:** 02/2025

[Go to the tool](#)

### **Modular Approach to Reception: Container site designs**

[Image](#)

[Cover of Modular Approach to Reception: Container site designs](#)

#### **EUAA practical tool on the design and management of modular reception centres**

The publication aims to be a guide to relevant stakeholders (e.g., national, regional and local authorities, as well as civil society organisations) when designing and building new reception centres according to the agency's standards and guidelines.

**Target Group:** Reception Authorities, Civil Society, Architects, Engineers, Reception Centre Managers

**Publication Date:** 07 October 2022

[Go to the tool](#)

## **Assessment of Reception Conditions (ARC)**

[ARC tool](#)

This IT tool provides a practical solution for EU+ countries as it allows authorities to conduct self-assessments of reception conditions at national level. It rests on the common reception standards and indicators outlined in the two EASO guidance documents on reception published in 2016 (general) and 2018 (unaccompanied children).

Available both as an app and as an offline software, the tool allows EU+ countries to collect, process and share data on performance of reception facilities.

### **Core technical functionalities of the tool include:**

- assessment along with a check box of each relevant indicator with tips and guiding examples provided;
- report production including statistics, graphs and comments on the implementation of standards and indicators;
- voice recognition (EN) for easy recording of comments during an assessment.

### **Additional content is also available:**

- operational tips for indicators with practical examples on how to assess a given indicator;
- assessment methodology including participatory approach and residents' feedback (to be developed upon completion of the tool);
- a qualitative and quantitative reporting format.

**Target Group:** Reception officers and policymakers

**Publication Date:** 03/2021

[Go to the tool](#)

## Recommendations

### **Private accommodation for persons displaced from Ukraine**

[Private accommodation for persons displaced from Ukraine](#)

Practical recommendations on the provision of emergency placement in private accommodation for persons displaced from Ukraine.

This public document provides recommendations on the provision of private accommodation to displaced persons from Ukraine.

**Target Group:** National, regional and local stakeholders and civil society organisations

**Publication Date:** 05/2022

[Go to the tool](#)

## Vulnerability and special needs

### Vulnerability and special needs

[send feedback](#)

Read the [EUAA Strategy on Vulnerability](#)

## Practical Tools

## □ **Practical Guide on Family Tracing - Part I**

cover of Practical guide on Family Tracing I

The Practical Guide on Family Tracing – 2nd edition supports EU+ countries in fulfilling their obligations to trace family members of unaccompanied children, in line with their best interests. It reflects the updated legal framework under the Pact on Migration and Asylum, including Article 22 of the asylum and migration management regulation, and aims to align existing practices with new standards.

This part provides comprehensive guidance on tracing family members — both within the EU+ and in third countries — for adult and child asylum seekers, without covering the decision-making process itself.

**Target Group:** staff members working in family tracing or family reunification cases, child protection officers, guardians, asylum practitioners, interviewers, decision-makers, case officers at AMMR Units, legal counsellors, policy officers, managers and quality officers, senior advisers, first-contact officials, staff involved with screening, registration staff, immigration police and reception officers

**Publication Date:** 04/2025

[Go to the tool](#)

## □ **Practical Guide on Family Tracing - Part II**

Cover of Practical Guide on Family Tracing - Part II

The Practical Guide on Family Tracing – 2nd edition supports EU+ countries in fulfilling their obligations to trace family members of unaccompanied children, in line with their best interests. It reflects the updated legal framework under the Pact on Migration and Asylum, including Article 22 of the asylum and migration management regulation, and aims to align existing practices with new standards.

This part supports case officers in the prioritisation of family cases under the asylum and migration management regulation to trace and identify family members of an applicant in the EU+ countries.

- [Family Tracing Form - Adult](#)
- [Family Tracing Form - Child](#)
- [Family Tracing Interactive Form - Adult](#)
- [Family Tracing Interactive Form - Child](#)

**Target Group:** staff members working in family tracing or family reunification cases, child protection officers, guardians , asylum practitioners, interviewers, decision-makers, case officers at AMMR Units, legal counsellors, policy officers, managers and quality officers, senior advisers, first-contact officials, staff involved with screening, registration staff, immigration police and reception officers

**Publication Date:** 04/2025

[Go to the tool](#)

**Guidance on Mental Health and Well-being of Applicants for International Protection: Part I - for senior management**

Cover of Guidance on Mental Health and Well-being of Applicants for International Protection

This part provides guidance to national authorities on how to set the framework to shape an asylum system informed by mental health and well-being considerations. This is the first of three standalone but complementary and interlinked parts. The other parts can be accessed here:

- Part II – for those working in the first line
- Part III – toolbox for use in conjunction with parts I and II

**Target Group:** First-line officers and senior management

**Publication Date:** November 2024

[Go to the tool](#)

**Guidance on Mental Health and Well-being of Applicants for International Protection: Part II - for those working in the first line**

Cover of Guidance on Mental Health and Well-being of Applicants for International Protection

This part provides guidance to those working in the first-line on how to implement mental health and psychosocial support. This is the second of three standalone but complementary and interlinked parts. The other parts can be accessed here:

- Part I – for senior management
- Part III – toolbox for use in conjunction with parts I and II

**Target Group:** First-line officers and senior management



**Publication Date:** November 2024

[Go to the tool](#)

**Guidance on Mental Health and Well-being of Applicants for International Protection: Part III - Toolbox to support those working in the first line**

Cover of Guidance on Mental Health and Well-being of Applicants for International Protection

This part provides guidance to those working in the first line and is a toolbox to support the implementation of mental health and psychosocial support. This is the third of three standalone but complementary and interlinked parts. The other parts can be accessed here:

-  Part I – for senior management
-  Part II –for those working in the first-line

**Target Group:** First-line officers and senior management

**Publication Date:** November 2024

[Go to the tool](#)

**Guardians: Transnational procedures in the framework of international protection**

## Cover Page PT Guardians Transitional Procedures

This booklet is a guide for guardians of unaccompanied children specifically focusing on transnational procedures in the framework of international protection. It covers Dublin, Relocation, and Legal pathways (resettlement, complementary pathways and family reunification procedure - regulated by Directive 2003/86/EC). It includes an overview of these procedures with a specific focus on children, the related guarantees and the role of a guardian in the different phases of the procedures.

**Target Group:** Guardians, policymakers and child protection authorities, asylum authorities, reception authorities and Dublin authorities

**Publication Date:** April 2024

[Go to the tool](#)

### **Guardians: Introduction to international protection**

[Image](#)

[Introduction to International Protection](#)

This tool introduces newly-appointed guardians to the concept of international protection, possible forms of protection recognised through the asylum procedure, the relevant legal framework and the rights of the child in the procedure.

**Target Group:** Guardians, policymakers and child protection authorities, asylum authorities, reception authorities

**Publication Date:** 10/2023

[Go to the tool](#)

## ☐ **Guardians: The asylum procedure**

[Image](#)

[Asylum Procedure](#)

A tool to support guardians assigned to children in their daily tasks and responsibilities throughout the asylum procedure. The tool includes an overview of the asylum procedure with a specific focus on children, the guarantees for children and the role of the guardian in the different phases of the asylum process. The tool also covers the guardian should do if something unexpected happens, if the age is disputed and how to guarantee a durable solution for the child.

**Target Group:** Guardians, policymakers and child protection authorities, asylum authorities, reception authorities

**Publication Date:** 10/2023

[Go to the tool](#)

## ☐ **A set of self-help tools for parents, children and peer support**

[How can I support my child during difficult times?](#)

### **How can I support my child during difficult times?**

This pocketbook targets applicant parents who notice a change in the behaviour of their children, caused by psychological distress or accumulation of trauma. The tool provides basic tips on how to support them in feeling better. It can also be used by professionals working with families for the purpose of raising awareness. The tool is complemented by [instructions](#).

**Target Group:** Parents, guardians, reception officers, social workers, mental health professionals

**Publication Date:** 06/2023

[Go to the tool](#)

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[How can I deal with situations in which my parents seem sad, worried, or angry?](#)

## **How can I deal with situations in which my parents seem sad, worried, or angry?**

This pocketbook targets applicant children who notice a change in their parent's behaviour due to psychological distress or accumulation of trauma. The tool provides some basic tips on how to stay safe and ask for support. It can also be used by professionals working with children to raise awareness on the topic of distress. The tool is complemented by [instructions](#).

**Target Group:** Children, guardians, reception officers, social workers, mental health professionals

**Publication Date:** 06/2023

[Go to the tool](#)

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[How to handle situations when my friend or sibling is sad, angry or does dangerous things?](#)

## **How to handle situations when my friend or sibling is sad, angry or does dangerous things?**

This pocketbook targets children who notice a change in their friends or siblings behaviour due to psychological distress or accumulation of trauma. The tool provides some basic tips on how to stay safe and ask for support. It can also be used by professionals working with children to raise awareness on the topic of distress. The tool is complemented by [instructions](#).

**Target Group:** Youth, guardians, reception officers, social workers, mental health professionals

**Publication Date:** 06/2023

[Go to the tool](#)

## **Identification of Persons with Special Needs (IPSN)**

[IPSN tool](#)

The IPSN Tool is an interactive online solution which allows the user to identify potential special needs in the context of the asylum procedure and reception.

It supports the identification of 14 different categories: accompanied and unaccompanied children, disabled people, elderly people, pregnant women, single parents with minor children, victims of human trafficking, persons with serious illnesses, persons with mental disorders, persons who have been subjected to torture, to rape or to other serious forms of psychological, physical or sexual violence, LGBTI and people with gender-related special needs.

**The tool suggests special guarantees focusing on five aspects:**

- first contact – making an application
- reception support
- lodging the application
- personal interview
- end of the first instance asylum procedure.

Based on the selections made by the user, the tool generates a report, which can be further individualised with a reference number and relevant notes, before being saved and/or printed.

**Target Group:** Officials and other actors in contact with applicants for international protection

**Publication Date:** 2019

[Go to the tool](#)

**Special needs and vulnerability assessment (SNVA)**

[SNVA tool](#)

The SNVA tool is designed to support MS authorities in the assessment of the special needs of persons in a situation of vulnerability. It aims to support specialised staff in assessing special needs in a structured way and to identify appropriate future actions to be taken in the interest of the applicant. A timely response and a prompt access to services will also avoid vulnerable applicants to become more vulnerable due to delayed service provision.

The users of the tool are specialised professionals tasked to assess the needs of persons in a situation of vulnerability and to take actions in order to provide timely and adequate response to those needs.

**Target Group:** Case officers, reception officers

**Publication Date:** forthcoming

[Go to the tool](#)

## **Referral Tool**

referral tool

The objective of the Referral Tool is to facilitate the referral of applicants with special needs to adequate support. In order to achieve its main objective, the tool also supports authorities in mapping the available services in the territory, harmonises the communication among the actors involved in the referral process, and allows services to update their information when needed. The tool offers guidance in three main parts:

- standard referral form
- mapping tool to search for the adequate service provider
- guidance on how to conduct a referral

The tool is designed for staff working in asylum or in reception who might come across vulnerable cases in their daily work. In addition, the tool is used by focal points designated by the competent authorities to map the services available within a given territory. Finally, the tool is intended for service providers, including individuals, entities or organisations that deliver support to applicants, who can register their services in the repository to facilitate effective referrals.

**Target Group:** registration officers, reception officers, asylum case officers, first line officers, decision and policy makers

**Publication Date:** January 2026

[Go to the tool](#)

## **Guardians: Temporary protection for unaccompanied children fleeing Ukraine**

[Image](#)

[Practical Tool for Guardians](#)

This tool focuses on temporary protection.

It aims at assisting guardians appointed by Member States in supporting displaced children from Ukraine when registering for the temporary protection and exercising their rights.

**Target Group:** Guardians, policymakers and practitioners working with displaced children from Ukraine

**Publication Date:** 11/2022

[Go to the tool](#)

### **Age assessment booklet for children**

[Image](#)

[age assessment](#)

The age assessment booklet for children complements an animation produced by the agency on the topic of age assessment for children. The content in the booklet is prepared in a child-friendly manner to further inform young persons arriving in Europe who might have to take part in an age assessment.

**Target Group:** Young applicants for international protection and are scheduled to take part in an age assessment procedure

**Publication Date:** January 2022

[Go to the tool](#)

## **Practical Guidance**

### **Operational Standards and Indicators on Reception including Vulnerability-related Aspects**

[Cover of the Operational Standards and Indicators on Reception including Vulnerability-related Asp](#)

These standards and indicators support Member States in the implementation of reception-related aspects of the CEAS.

**Target Group:** decision-and policymakers of national reception authorities, managers and quality officers, reception officers, legal advisers and vulnerability experts

**Publication Date:** 04/2026

[Go to the tool](#)

**Practical guide on the best interests of the child in the framework of international protection**

[Cover of Practical guide on the best interest of the child](#)

This practical guide supports competent Member State authorities in applying the principle of the best interests of the child and enhancing the guarantees within the asylum procedure and reception systems under the CEAS.

**Target Group:** Policy-makers and practitioners involved in assessing the best interests of the child and/or dealing with children.

**Publication Date:** 03/2026

[Go to the tool](#)

**Practical Guide on Age Assessment**

[Cover of Practical Guide on Age Assessment](#)

The Practical Guide on Age Assessment provides comprehensive guidance to support authorities and professionals involved in assessing the age of applicants for international protection when there is uncertainty regarding their claimed age. This guide is primarily intended for personnel tasked with requesting and performing the age assessment procedure when there are substantiated doubts about the age of an applicant for international protection.

**Target Group:** personnel tasked with requesting and performing the age assessment procedure when there are substantiated doubts about the age of an applicant for international protection.

**Publication Date:** 11/2025

[Go to the tool](#)

## **Practical Guide on applicants with diverse sexual orientations, gender identities, gender expressions and sex characteristics**

[Cover](#)

This Guide provides practical guidance to reception and asylum staff on how to identify, consider and address the specific needs of LGBTIQ applicants, and on the examination of SOGIESC-based asylum claims. Additionally, it supports the decision making of policy makers and managers of asylum and reception authorities.

The Guide is composed of three standalone yet complementary and interlinked parts:

- **Cross-cutting elements**

It provides guidance on elements that are cross-cutting and relevant to both asylum procedure and reception, including legal framework, safe spaces and inclusive communication, interpretation, information provision, capacity building, cooperation and coordination.

- **Examination Procedure**

It provides practical guidance specifically focused on the key aspects relating to the examination of applications for international protection with SOGIESC-based claims, including the registration, personal interview, evidence and risk assessment as well as the legal analysis.

- **Reception**

It provides guidance and practical recommendations on the design and management of reception systems and the provision of reception conditions in a manner that takes into account the possible special reception needs of LGBTIQ applicants on both an individual and a collective basis.

The Guide is also complemented by an [Information Note](#) which intends to help professionals working in the field of asylum in enhancing their awareness and skills regarding key terms and concepts relating to SOGIESC.

**Target Group:** registration officers, asylum case officers, reception workers, vulnerability experts, decision makers, policymakers and managers in asylum and reception, quality officers, legal advisers, civil society, other stakeholders involved in the provision of reception conditions

**Publication Date:** 11/2024

[Go to the tool](#)

- Guidance on Vulnerability in Asylum and Reception**

[Guidance on Vulnerability in Asylum and Reception](#)

These operational standards and indicators support Member States in the implementation of key provisions of the CEAS, addressing issues related to applicants in a situation of vulnerability in asylum and reception.

**Target Group:** first-contact officials, registration officers, case officers, reception officers, vulnerability experts, social workers, quality assessors, managers, team leaders and coordinators, decision-makers and policymakers

**Publication Date:** 05/2024

[Go to the tool](#)

## □ **Welfare of asylum and reception staff**

### [Practical guide on the welfare of asylum and reception staff](#)

This guide is intended to assist managers and staff working in the field of asylum and reception with methods, tools and a roadmap to maintain staff wellbeing and ensure a safe and healthy working environment for asylum professionals working with applicants for international protection. The guide is composed of three interlinked parts.

- [Part I](#): Standards and policy proposes eight standards to guide staff welfare policy formulation, implementation and evaluation in the asylum and reception settings of EU+ countries.
- [Part II](#): Staff welfare toolbox proposes a range of practical tools, measures and soft skill training suggestions to be used by managers and first-line workers to meet the standards in staff well-being introduced under Part I.
- [Part III](#): Monitoring and evaluation recommends measures to be put in place to evaluate staff welfare policies and assess how and if the well-being of staff is positively impacted by measures introduced.

The guide is complemented by a video animation on the early identification of signs of stress. It is aimed at promoting staff welfare in the area of reception and asylum. The animation presents the key elements of recognising signs of stress in an easy to understand way. It also presents the responsibility of teams and colleagues in this process and the simple steps to take to address the well-being of the staff members concerned.

### **The importance of early identification of signs of stress**

[&amp;amp;amp;amp;amp;amp;nbsp;](#)

**Target Group:** Managers, team leaders and coordinators as well as first-line staff working in asylum and reception

**Publication Date:** 09/2021

[Go to the tools](#)

## □ **Best interests of the child in asylum procedures**

## [Practical guide on the best interests of the child in asylum procedures](#)

This practical guide is intended to support competent Member State authorities in applying the principle of the best interests of the child and enhancing the guarantees within asylum procedures for children.

### **The guide is structured in four sections:**

- background elements of the best interests of the child;
- relevant guarantees;
- guidance on how to assess the best interests in practice;
- vulnerability and risk indicators.

The guidance is complemented with an overview of the terminology, a comprehensive checklist as well as relevant policy, guidance and legal framework documents.

**Target Group:** Policymakers and practitioners involved in assessing the best interests of the child and/or dealing with children

**Publication Date:** 02/2019

[Go to the tool](#)

## **Age assessment - Second edition**

[Practical guide on age assessment - Second edition](#)

This practical guide is intended to support EU+ countries in the implementation of the principle of the best interests of the child when assessing the need for age examination and when designing and undertaking age assessment.

### **The guide is structured around five interlinked pillars and offers:**

- analysis of the impact of age assessment on other rights of the applicant;
- guidance on the application of the necessary principles and safeguards in the assessment process;
- guidance on implementing the assessment process using a holistic and multidisciplinary approach;
- overview of age assessment methods conducted by EU+ countries;
- key recommendations to address practical challenges.

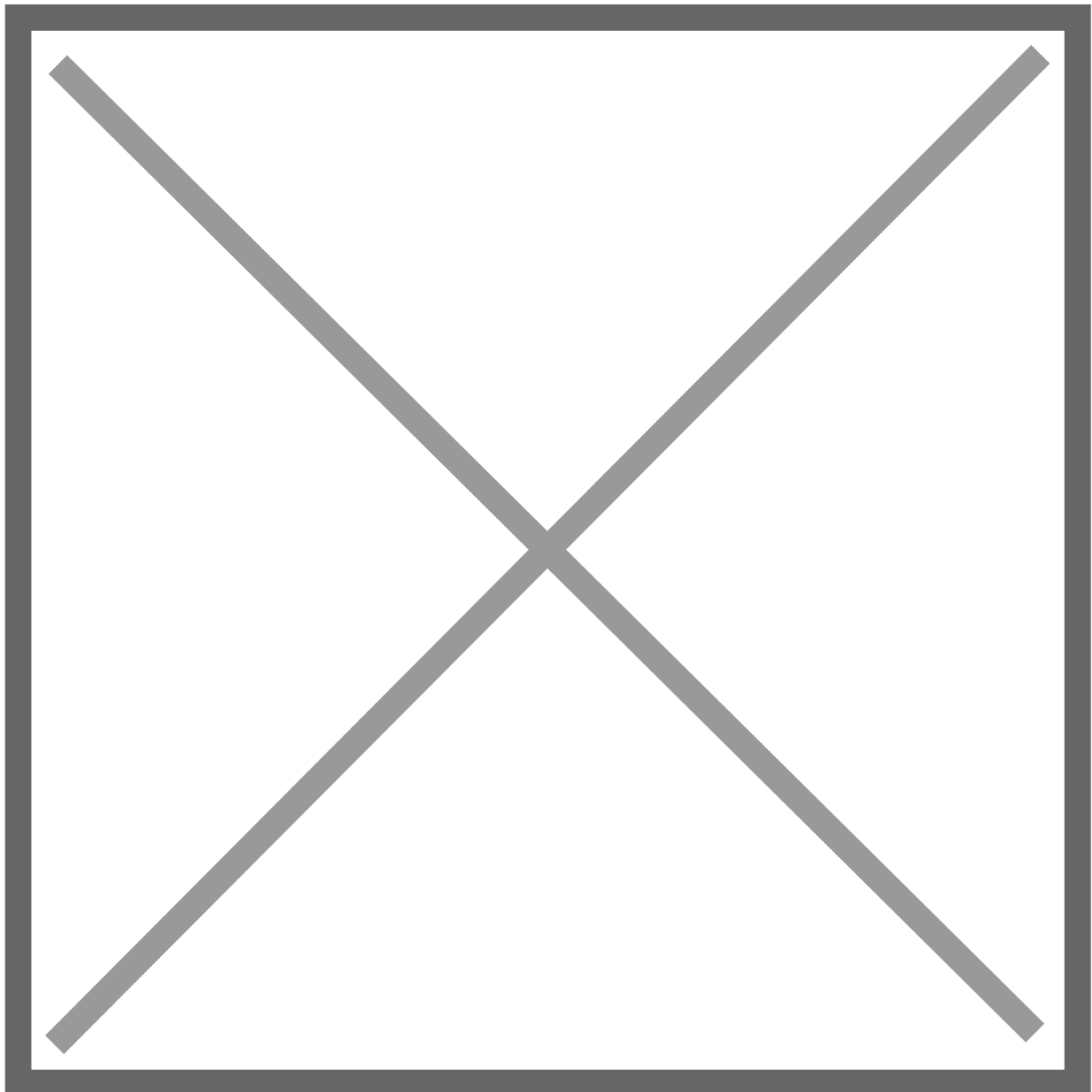
The practical guide provides a set of tools and reference documents such as glossary of terms, international, European and national legal framework and a checklist. It is complemented by two video animations for practitioners and children, respectively (more on page 29).

**Target Group:** Policymakers and officials involved in the age assessment process

**Publication Date:** 09/2018

[Go to the tool](#)

**Family tracing**



This guide provides a set of guidance and reference materials to support EU+ countries regarding family tracing, as well as a mapping of current practices of family tracing across EU+ countries.

**The guide is constructed around four interlinked pillars:**

- introduction to the topic by outlining the circumstances of family tracing;
- a visual outline of the family tracing process, including applicable principles and guarantees;
- overview of current family tracing practices across the EU+ countries;
- conclusions and recommendations promoting consistent standards and guarantees.

Reference materials in the guide include glossary of relevant terms, legal framework, list of relevant projects and initiatives, relevant publications, and a mapping of the practice of EU+ countries.

**Target Group:** Policymakers and practitioners working with unaccompanied children and involved in different stages of the family tracing process

**Publication Date:** 03/2016

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## Reports

**Age Assessment Practices in EU+ Countries**

[Age Assessment in EU+ Countries](#)

The report maps age assessment practices, methods, safeguards and roles in the EU+ in 2025. It also covers planned or ongoing adjustments in view of Pact implementation and identifies trends and promising practices that could inform peer learning and replication.

**Target Group:** Policy-makers and officials involved in the age assessment process

**Publication Date:** 03/2026

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**Persons with Disabilities in Asylum and Reception Systems**

[Image](#)

[Persons with Disabilities in Asylum and Reception Systems](#)

This report analyses the latest developments and systems currently in place to manage asylum applicants with disabilities. The information is based on publicly-available sources and submissions to two EUAA surveys

**Target Group:** policy makers and practitioners in the field of reception and asylum, civil society organisations

**Publication Date:** 01/2024

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**Displaced Ukrainians with Disabilities Seeking Temporary Protection in Europe**

[Image](#)

[Displaced Ukrainians with Disabilities Seeking Temporary Protection in Europe](#)

This situational update accompanies the analytical report on asylum applicants with disabilities and focuses on current practices and the latest developments related to displaced Ukrainians with disabilities.

**Target Group:** national authorities involved in Temporary Protection procedures, civil society organisations

**Publication Date:** 01/2024

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**Victims of Torture**

[Image](#)

[Victims of Torture](#)

## **Identification, support and examination of claims - Mapping report**

Building on a survey on victims of torture in the EU+, the report touches on medico-legal reporting, national practices and key steps to support the authorities.

**Target Group:** reception officers, case officers, policymakers, first-contact officials

**Publication Date:** 03/2023

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## **Critical Incident Management in the Field of Asylum and Reception**

[Image](#)

[Critical incident management](#)

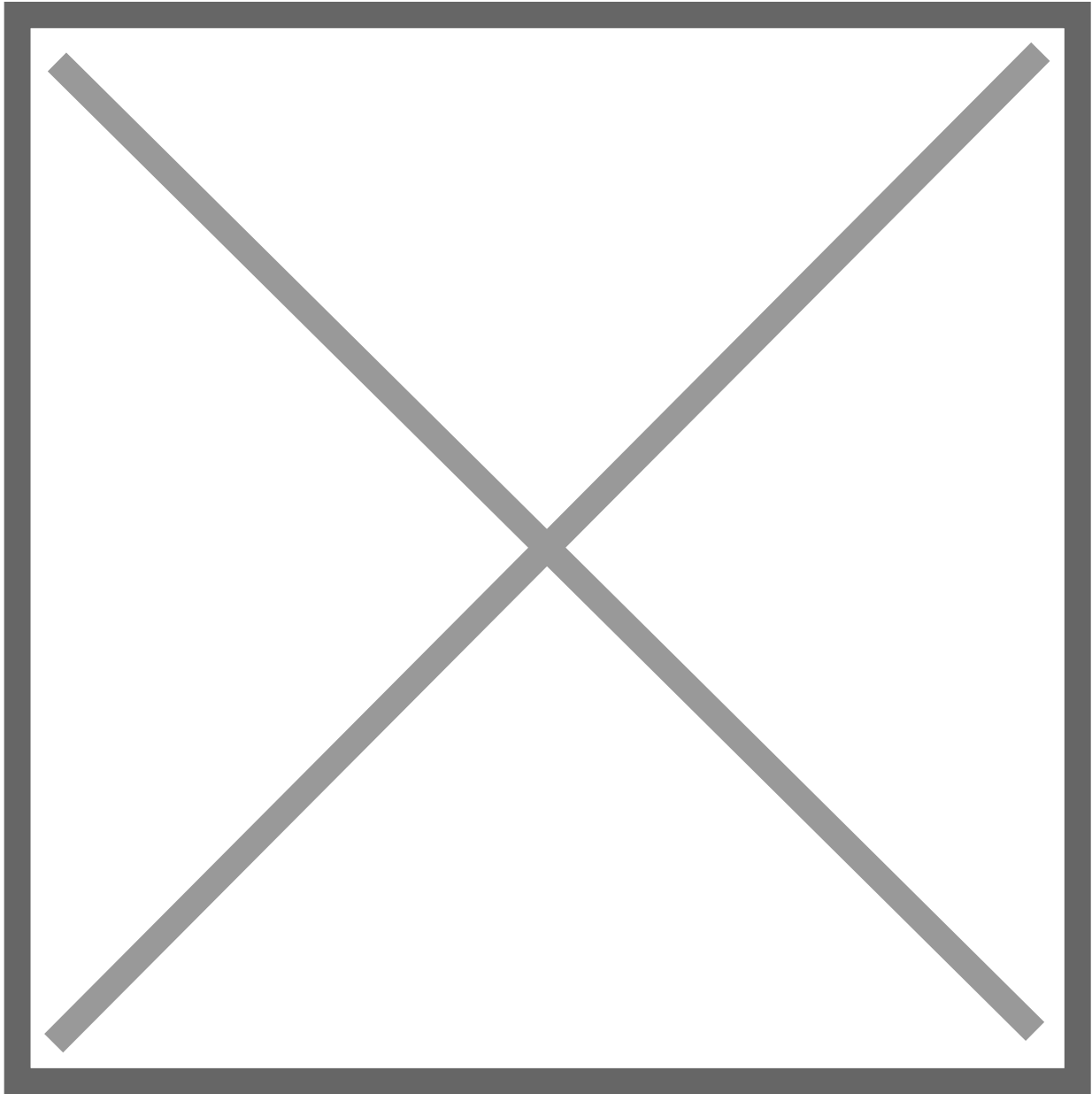
This mapping report captures the results of a targeted survey launched in 2021 on the topic of incident management. The survey and report focus on the following topics: the types of critical incidents observed in reception and the personal interview situation; understanding how incidents are currently documented, reported and responded to; and where and what the main gaps are. The findings will facilitate the design of tailored and relevant EUAA support to Member States.

**Target Group:** Determining and Reception authorities, civil society organisations and those professionals who support applicants and staff alike and impacted by such incidents

**Publication Date:** 06/2022

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## **Consultation with Applicants for International Protection on Mental Health**



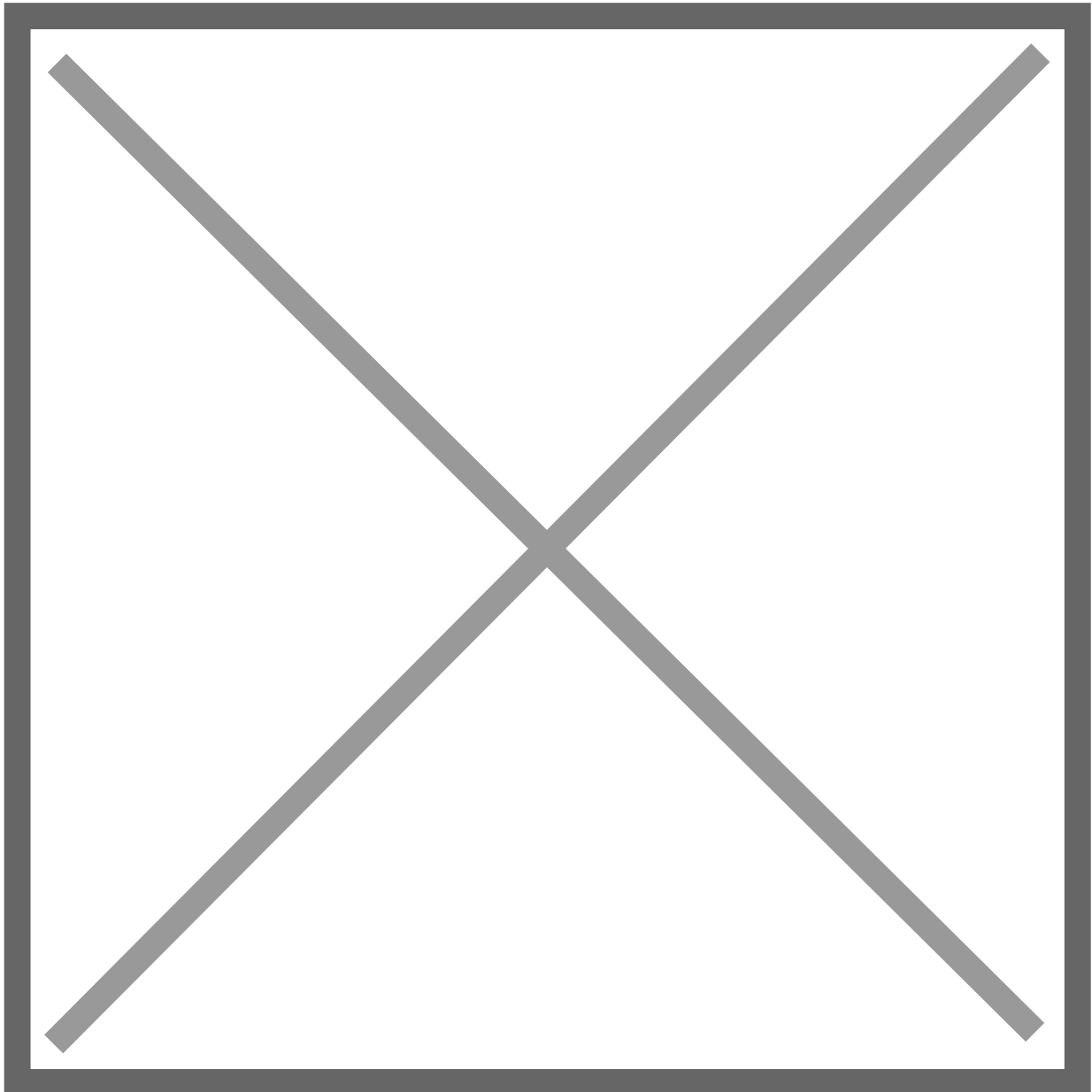
This consultation report aims to capture the voices of applicants for international protection with respect to mental health concerns some face in asylum and reception. The report lists a set of recommendations by applicants on how to improve reception and the personal interview setting to strengthen resiliency.

**Target Group:** Determining and Reception authorities, civil society organisations and professionals working in the area of mental health and psycho social support

**Publication Date:** 12/2021

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**Mental health of applicants for international protection in Europe**



The report is part of EASO's effort to support Member States to enhance identification and response to the mental health concerns of applicants for international protection in the reception context and in the asylum procedure. The report maps the main signs and sources of mental health concerns in applicants for international protection and main challenges faced by first line workers in their daily engagement with such applicants.

The report traces practices across EU+ countries in dealing with mental health concerns of applicants and highlights gaps, good practices as well as formulates recommendations in four key areas:

- identification and response
- referral and collaboration
- support
- monitoring, documentation and sharing of information.

**Target Group:** Registration officers, reception officers, case officers, policymakers

**Publication Date:** 07/2020

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**Age assessment practices in EU+ countries: updated findings**  
[age assessment](#)

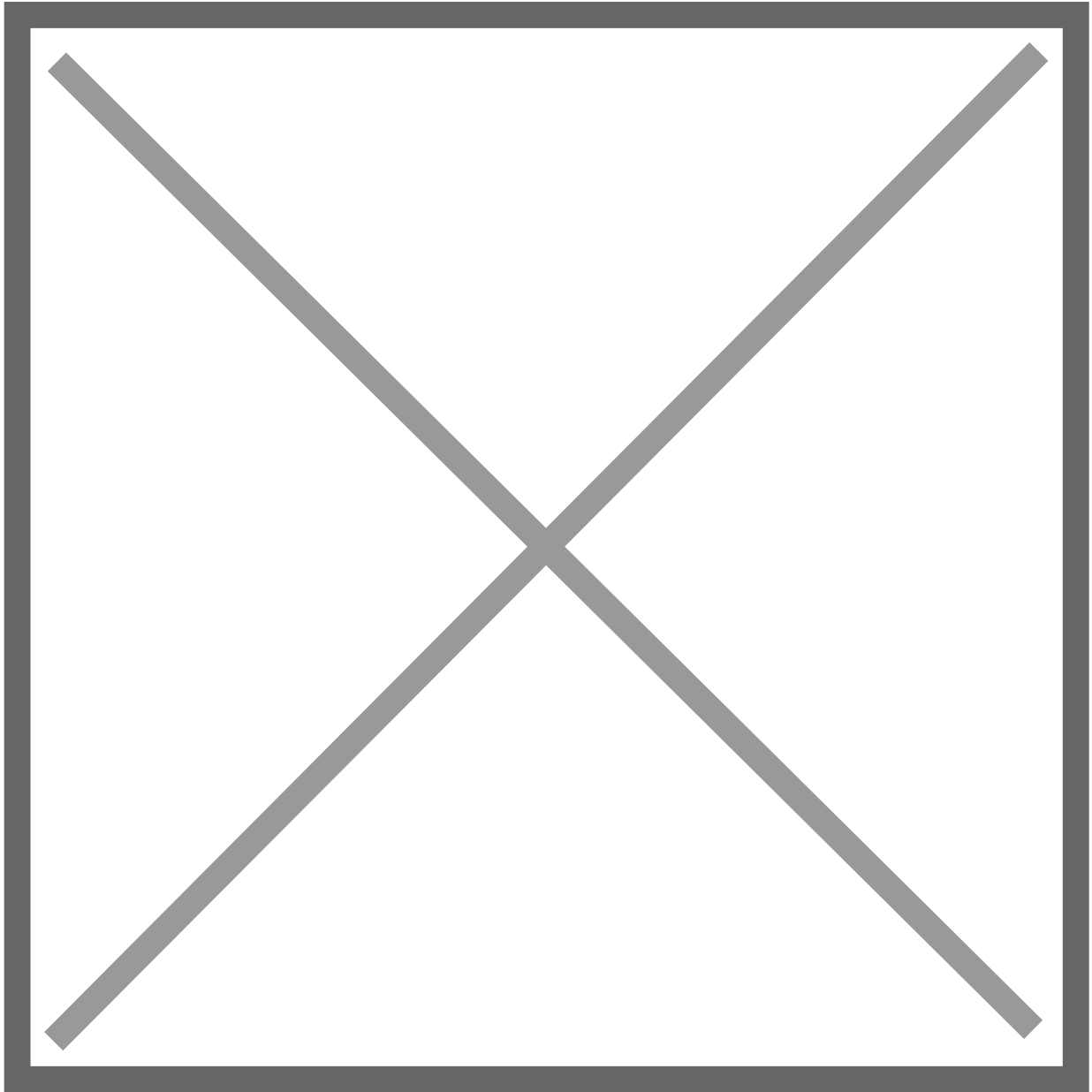
These findings represent an update to the Agency findings dating from 2016. They were developed based on the information on the age assessment methodologies and procedural safeguards mapped across the EU+ territory, and show how age assessment, and in particular some of the methods, has rapidly evolved in the past few years.

**Target Group:** Policymakers and officials involved in the age assessment process

**Publication Date:** 09/2021

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**Asylum procedures for children**



The report is part of EASO's effort to help Member States mainstream child-related issues in asylum procedures. The report presents national practices and policies on asylum procedures for children, identifying gaps and areas of diverging practice across Member States, highlighting good practices, and providing key recommendations to strengthen the protection of children across the EU.

The report traces the practices across EU+ countries along four key topics:

- best interests of the child in asylum procedures;
- asylum procedures for children;
- referral;

- specialisation and training of staff.

The report provides operational definitions and recommendations to respond to the identified challenges undermining the effective protection of children in asylum procedures.

**Target Group:** Policymakers and officials handling the cases of children

**Publication Date:** 05/2019

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## **Mapping Report on Transitioning into Adulthood**

[Mapping report transitioning adulthood](#)

This report provides an overview of possible actions to strengthen support for young asylum seekers and refugees within the framework of the Common European Asylum System. It also offers key recommendations for determining and reception authorities on how to enhance interventions for children transitioning into adulthood, as well as for those who have recently made this transition.

**Target Group:** Policymakers and officials handling the cases of children

**Publication Date:** 02/2026

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## Videos

### **Video animation: Prevention of Substance Use**

The EUAA's animated video on substance use prevention, '**Everywhere There is Life**', addresses a vital issue in reception settings across EU+ countries and aims to

support adolescent applicants to stay resilient during the reception pathway. It is to be used by reception officers as a teaser for conducting prevention discussions with adolescent boy applicants on the resources they have available to socialise and spend time in reception constructively while waiting for decision on their applications.

The animation is complemented by [instructions](#) on how to use the animation to conduct preventive group discussions with adolescent boy applicants in reception.

**Target group of the animation:** adolescent boy applicants

**Target group of the guidelines:** professionals working with adolescent boy applicants in reception (social workers, counsellors, psychologists, vulnerability officers, teachers)

**Publication Date:** 03/2025

## **Psychological First Aid (PFA): A brief guide for those working in the first line**

[This animation](#) explains the concept of Psychological First Aid (PFA) to first line officers by emphasising 5 basic principles: promoting safety, calm, self- and collected efficacy, connectedness and hope. Observing these principles, applicants can be helped to re-establish a sense of safety and calm and to stabilise. Approaching applicants with empathy is crucial for their wellbeing.

The animation is complemented by [instructions](#) on how to use the animation to create awareness on PFA in first line officers interested in the topic, new recruits and volunteers.

**Target Group:** First-line officers, reception officers, , volunteers, social workers, mental health professionals

**Publication Date:** 06/2023

[Watch the video](#)

## **Video animation: Registration of persons with special needs**

This animation points to basic safeguards and guarantees that are to be provided during registration. It is built on the story of a 17-year-old girl who is applying for asylum in Europe together with her husband.

The animation could be used for information sharing purposes, as well as during training courses as a discussion trigger with staff working for asylum authorities.

**Target Group:** Registration officers

**Publication Date:** 08/2020

[Watch the video on Youtube](#)

## **Video animations: Age assessment for practitioners and for children**

**Two video animations complement the practical guide on age assessment:**

The animation on “**Age assessment for practitioners**” is directed at reception and asylum officials, migration and law enforcement officers, social workers, radiologists, paediatricians, public prosecutors and other stakeholders. It presents in an easy-to-understand way the key elements of the guidance and the necessary safeguards to ensure a right compliant and reliable age assessment.

The animation on “**Age assessment for children**” intends to inform children and youth about what to expect when asked to undergo an age assessment.

**Target Group:** Policymakers and official involved in the age assessment process

**Publication Date:** 2020

## **Video Animation: Early identification of signs of stress**

**Target Group:** Managers, team leaders and coordinators as well as first-line staff working in asylum and reception

**Publication Date:** 09/2021

[Watch the video on Youtube](#)

## Related content

- [Operational Tools for Resettlement](#)
- [Training Activities](#)
- [Let's Speak Asylum](#)
- [Courts and Tribunals](#)

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