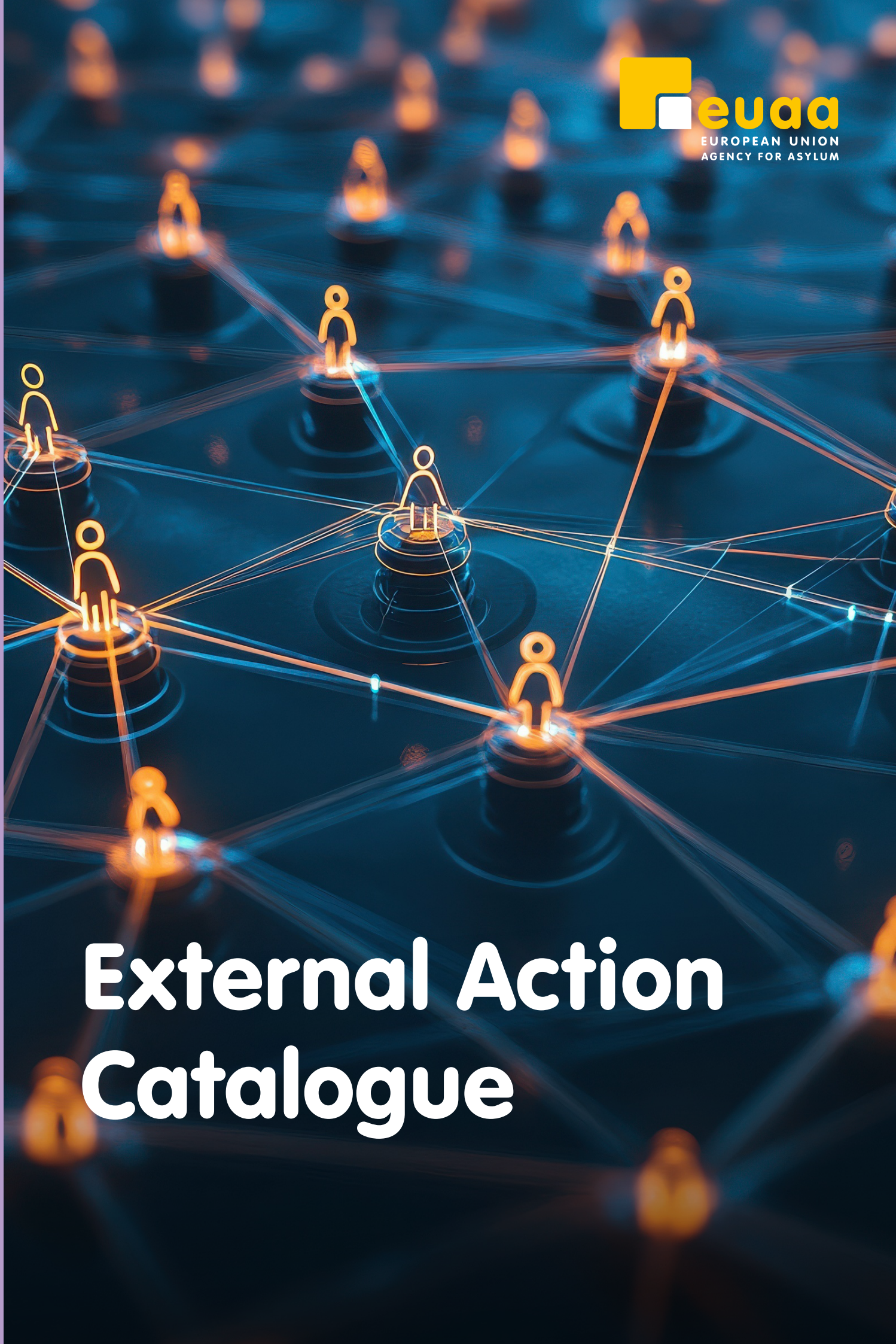
External Relations



euaa
EUROPEAN UNION
AGENCY FOR ASYLUM

External Action Catalogue

November 2025

EUAA External Action Catalogue

2025

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Acronyms

APD Asylum Procedures Directive

ARC Assessment of Reception Conditions

BIA Best Interest Assessment

BIC Best Interests of the Child

BID Best Interest Determination;

CEAS Common European Asylum System

COI Country of Origin Information

EC European Commission

ECS External Cooperation Strategy

EU European Union

EU MS EU Member States

EU+ EU Member State and Associated Countries

EUAA European Union Agency for Asylum

ICS International Cooperation Sector

IPSN Identification of Persons with Special needs

M&E Monitoring and Evaluation

NGO Non-Governmental Organisation

RSF Resettlement Support Facility

SNVA Special Needs and Vulnerability Assessment

SOGIESC Sexual Orientation, Gender Identity, Gender Expression and Sex Characteristics

SOPs Standard Operating Procedures

SC Separated children

TtT Train the trainers

THB Trafficking in human beings

UAM Unaccompanied minor

UNHCR United Nations High Commissioner for Refugees

VoT Victims of Trafficking

VPI Vulnerability Pre-Identification

Introduction

The external dimension mandate of the EUAA

The European Union Agency for Asylum's (EUAA) core mission is to provide support to Member States in the implementation of the Common European Asylum System (CEAS). In addition, the Agency is also engaging more and more in the broader international context, particularly within the **external dimension of the CEAS.**

The **new EUAA External Cooperation Strategy (ECS**), adopted in March 2023, determines the overall direction, objectives and scope of EUAA actions in the external dimension. It pursues the strategic objectives of developing partnerships with partner third countries through effective, innovative, and rights-based cooperation, and to provide tailored support, using EUAA and EU+ countries' expertise, tools, and best practices.

A major change introduced by the ECS is the shift from the identification of fixed geographical priorities, as outlined in the previous strategy, to a more dynamic **"relation-centred" approach**. This approach entails that in its external action the EUAA will prioritise candidate and potential candidate countries seeking to meet their EU accession goals, followed by other European Neighbourhood countries, and finally, countries outside the Neighbourhood (referred to in this document as 'whole-of-route' countries).

This approach aims to ensure greater flexibility, allowing the Agency to respond to evolving needs in the external dimension, within the limits of its resources and with a resource allocation that is proportional to the level of priority given to the country/region concerned.

Within the EUAA, the **International Cooperation Sector** (ICS) is responsible for coordinating the provision of support to partner third countries. Drawing from its expertise and knowledge on partner third countries' contexts, which brings added value in the design and implementation of capacity development initiatives beyond the borders of the European Union, the ICS cooperates closely with the relevant sectors and centres within the EUAA. As the EU broadens its engagement in the external dimension of the CEAS, the EUAA becomes instrumental in fostering dialogue, coordinating efforts, and tailoring support actions to address the needs of partner third countries.

The Agency can offer a comprehensive **set of cooperation instruments** for implementing activities in third countries. These include bilateral roadmaps for cooperation, complemented by regional initiatives[1] addressing common needs and facilitating exchanges within specific regions. Additionally, the Agency can deploy liaison officers, conclude working arrangements, and initiate ad hoc support actions.

These instruments are developed using a **participatory approach**, where the EUAA and the partner authorities work together to assess needs and identify areas of cooperation. This approach underscores the EUAA's commitment to tailoring its engagement strategies to

[1] Supported by various projects such as the EU Regional Support to Protection-Sensitive Migration Managements Systems in the Western Balkans and the Regional pilot project for North Africa and Niger (at the time of writing activities with Niger are suspended).

effectively address the unique challenges and needs of each partner third country, facilitating a comprehensive and responsive approach to asylum-related issues beyond the borders of the European Union.

In navigating its external engagements, the EUAA adopts a **strategic and adaptive approach**, implementing the most appropriate instrument for planning, structuring, and delivering support based on the specific needs and circumstances of partner third countries. This strategic flexibility is integral to the EUAA's approach: the choice of instrument depends on the nature and context of the engagement with a particular partner third country.

In carrying out its responsibilities, the EUAA **collaborates closely with relevant international and intergovernmental organisations** through various cooperation agreements. These agreements, which may take the form of working arrangements or be established via an exchange of letters, are essential to ensure effective coordination and avoid duplication of efforts.

To enhance **coordination with EU institutions**, the Agency formalised a Working Arrangement for External Action Cooperation with the Directorate-General for Migration and Home Affairs (DG HOME) in 2018 and a Working Arrangement with the European External Action Service (EEAS) in 2021.

Involvement of EU+ countries

EU+ countries have a pivotal role in the design and implementation of EUAA cooperation instruments in the external dimension, due to their ability to offer **specialised expertise tailored to the unique needs and situations** of partner third countries. The contributions of EU+ countries extend beyond conventional knowledge-sharing, involving active engagement in discussions during the project drafting phase.

EU+ countries also **provide valuable inputs** drawn from their extensive experience in asylum-related matters. Their direct involvement in shaping projects ensures that the initiatives align with international standards and best practices, thereby enhancing their efficacy and relevance. EU+ experts can actively participate in dialogue, facilitating a collaborative approach that considers the legal, social, and cultural nuances of the partner third countries.

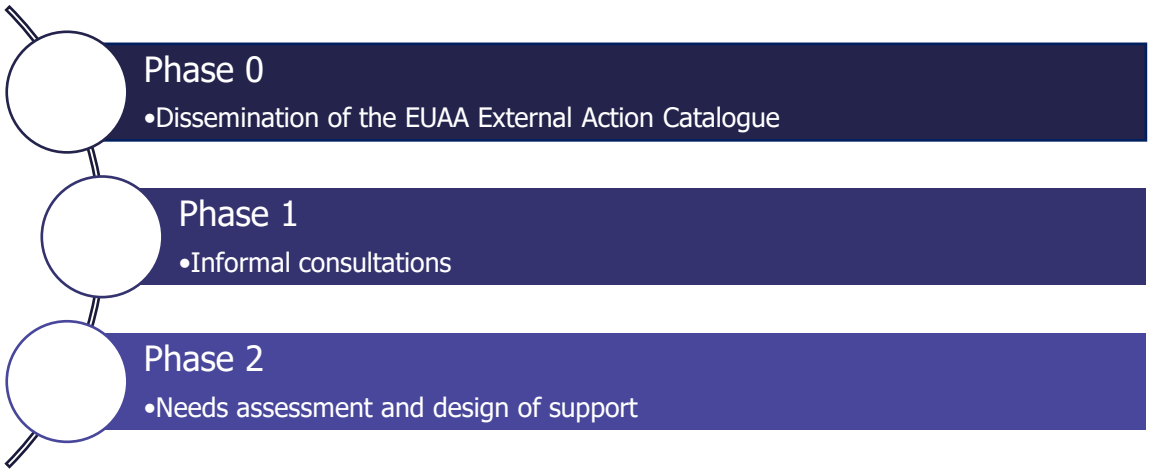
The **direct involvement** of EU+ includes hands-on engagement in the delivery of support. This dynamic participation allows for the transfer of practical experiences from existing governance contexts and political realms, fostering peer-to-peer exchanges and more sustainable capacity development outcomes in partner third countries.

Furthermore, the engagement of EU+ countries in cooperation instruments provides a **platform for networking and collaboration**. This collaboration extends beyond the immediate project scope, creating opportunities for professionals to meet, share experiences, and exchange best practices. Such networking fosters a community of practice, facilitating ongoing learning and continuous improvement in the realm of asylum-related initiatives.

Objectives of the catalogue

The EUAA External Action Catalogue can **be used to facilitate the engagement process** between the EUAA and partner third countries, as well as to inform the negotiation and design of roadmaps and other cooperation instruments. It represents a framework of reference during informal consultations with partner third countries, providing essential information and insights about the possible scope and content of EUAA support.

In this regard, the catalogue can represent a useful tool across different phases, as outlined in the workflow below:



As part of **Phase 0**, the catalogue is published on the EUAA's website and disseminated on a regular basis among EUAA's interlocutors. Phase 0 is a preliminary and generic step that aims to raise general awareness about the support that EUAA could implement in partner third countries.

Phase 1 refers to the use of the catalogue during informal consultations between the EUAA and partner third countries, where it can be used to inform the discussion around EUAA's support and to identify priority areas for a needs assessment.

In **Phase 2,** the catalogue can be used to identify specific types of support in response to the needs of partner third countries, and to ensure an efficient and effective prioritisation exercise. The catalogue can also serve as a basis for the drafting of roadmaps for cooperation.

The catalogue also aims to **reinforce a programming methodology** that is both needs-based and results-oriented. The catalogue seeks to **enhance awareness** among EU+ countries and partner third countries regarding the diverse range of support actions offered by the EUAA.

It represents a **non-binding framework that complements the joint needs assessment process** carried out by the **Agency and the concerned partner third country.** The joint needs assessment process involves collaborative efforts to identify priority areas requiring support. The catalogue, in turn, facilitates the identification of

potential cooperation areas without prescribing specific actions. Instead, it supports a collaborative programming process.

Decisions on which activities to pursue are made collaboratively, considering factors such as **stakeholder needs, available resources, and local contexts**. This approach ensures that support actions are tailored to each partner third country's unique circumstances and priorities, thereby promoting sustainable and impactful outcomes. The catalogue serves as a **dynamic guide**, encouraging flexibility and adaptability in designing effective support actions.

Moreover, the activities mentioned in each type of support are non-exhaustive and meant to provide examples of possible kinds of support. Additionally, the title and content of EUAA training modules and publications **may be updated over time**. Users are therefore encouraged to refer to the relevant pages on EUAA's website[2]. Finally, the catalogue is intended as a dynamic document, allowing for updates and modifications to address evolving needs and priorities in the future.

Structure of the catalogue

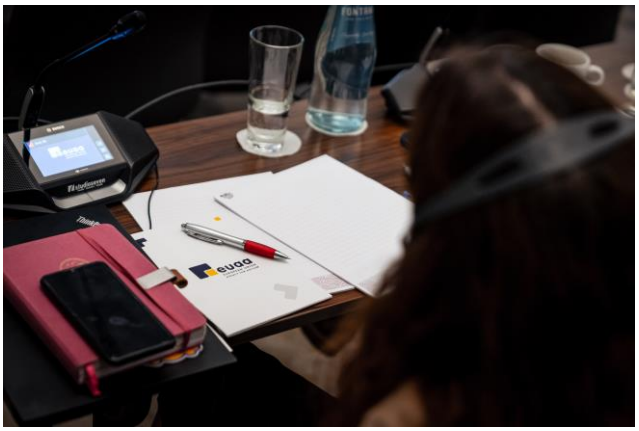
In line with the roadmap template, the EUAA External Action Catalogue is structured around **three primary areas of cooperation**:

Contributing to the strengthening and establishment of asylum legislation, institutions and systems, in line with the CEAS and EU standards

Contributing to effective asylum procedures

Contributing to an effective reception system

Each area is divided in **sub-chapters** outlining in general and schematic terms the different types of actions, including an overall description of the support, its intended results and deliverables, and proposed activities. Where relevant, EUAA specific training, publication, or tools are also referenced.



Users of this document are reminded the catalogue represents **an effort to break down, organise and present different types of support** that are then implemented in complex and diverse environments, and thus can differ in scope and scale. Therefore, the types of support

[2] https://euaa.europa.eu/training and https://euaa.europa.eu/publications?field_category_target_id=All&language=en&field_geo_coverage_target_id=&field_keywords_target_id=&title=

described here can be combined, adapted, and adjusted according to partner third countries' particular context and needs.

1) Contributing to the strengthening and establishment of asylum legislation, institutions and systems, in line with the CEAS and EU standards

This section focuses on **developing and implementing legal foundations in line with the CEAS,** essential for safeguarding the rights and well-being of asylum seekers and refugees, while promoting a standardised approach across borders.

Through technical guidance and constructive dialogue, the EUAA can assist national authorities in **developing and strengthening their asylum framework** to ensure alignment with the CEAS. The **support for governance** includes advice on reviewing national models and strategies on asylum and reception and enhancing coordination mechanisms among relevant stakeholders at central level.

Additionally, the EUAA can contribute to **developing the capacity of institutions** responsible for asylum matters in partner third countries through tailored training, technical guidance, and information sharing.

Within this framework, the **exchange of best practices** with EU+ countries stand out as a crucial element. By facilitating the sharing of successful approaches and methodologies, the EUAA promotes mutual learning, allowing partner third countries to benefit from the experiences and strategies of EU+ countries, further contributing to the overall improvement of their asylum and reception systems.

The next section will outline the **main areas where EUAA can offer support** to partner third countries, highlighting the intended results and deliverables, as well as a list of indicative activities that can be implemented under each area of support.

Development and/or alignment of asylum and reception legislation and systems with CEAS

Overall Description of Support

The EUAA engages in close collaboration with partner third countries to **support the alignment of their existing legislation with the CEAS and increase efficiency of their asylum and reception systems**.

In this context, the EUAA acts as a conduit for knowledge transfer, sharing best practices and insights obtained from the experience of EU+ countries. This not only elevates the capabilities of partner third countries but also contributes to the broader goal **of establishing a shared understanding of asylum and reception** models and strategies between the EU and partner third countries.

Intended Results and Deliverables

The intended outcome of this support is to contribute to the design or revision of a legal framework that enables partner third countries to build swift and efficient asylum systems based on CEAS standards, while safeguarding the rights and dignity of asylum-seekers.

Indicative Activities

- Provide expert advice on the existing national asylum or reception legislation, strategies and models, identifying potential improvements to facilitate alignment with the CEAS;
- Organise ad-hoc seminars on topics related to the development or review of national legislation, strategies and models;
- Organise a consultative process of internal and external stakeholders involved in the asylum and reception systems;
- Share models, good practices and strategies adopted by EU+ countries, including within the context of the EUAA thematic networks;
- Organise study visits to EU+ countries for information sharing on asylum and reception models, best practices, operational mechanisms, and strategic planning;
- Support the training and professional development of asylum and reception personnel involved in the design of strategies;
- Promote participation in relevant EUAA training modules;
- Translate and disseminate EUAA relevant publications.

Coordination between relevant stakeholders in asylum and reception management

Overall Description of Support

Recognizing the critical **importance of well-coordinated institutions and robust procedural guarantees in the asylum process**, the EUAA takes a comprehensive approach in collaboration with partner third countries. The EUAA actively supports partner third countries in **developing effective coordination mechanisms** among all stakeholders playing a role in the asylum and reception system, including – but not limited to – governmental and non-governmental agencies, institutions, partners organisations operating in a number of areas such as health, law enforcement, education, social services, child protection, and integration.

By fostering collaboration and efficient communication, the EUAA contributes to the establishment or enhancement of a cohesive institutional framework within partner third countries. This approach extends to the creation of peer-to-peer networks that bring together experts from various fields to address specific aspects of asylum procedures. These working groups can serve as platforms for exchanging insights, addressing challenges in real-time, and collectively devising solutions to enhance the overall efficiency and effectiveness of asylum systems.

Intended Results and Deliverables

The goal is to create institutions that operate in compliance with established rule of law standards relevant for public administrations, ensuring a synchronised and well-coordinated response to the complex challenges associated with asylum and reception. The EUAA helps strengthen the institutional foundations of partner third countries, contributing to a streamlined and rights-focused asylum process.

Indicative activities

- Support authorities in establishing and mapping out national coordination mechanisms and platforms involving relevant stakeholders;
- Support the identification of key coordination and communication gaps within the system;
- Advise on or facilitate the creation of peer-to-peer networks, comprising focal points from relevant stakeholders, to address challenges, identify potential actions, and provide updates;
- Provide technical support on the development or revision of guidelines, standard operating procedures (SOPs), and practical tools on communication flows, roles and responsibilities;
- Enhance synergies, including workflows and communication channels, with relevant stakeholders to strengthen collaboration and effectiveness.

Strengthening the capacity of national authorities on change management to improve asylum and reception systems

Overall Description of Support

The EUAA can provide guidance and technical advice **to support the organisational change, adjustment or development** required to establish or to improve effective asylum and reception systems, in line with EU legal framework, standards and best practices.

Depending on the context and related needs, this support can focus on the asylum system, the reception system or both or to specific areas where a change in the organisational structure is required.

Intended results and Deliverables

This area of cooperation aims at supporting the development or strengthening of the efficiency, effectiveness and sustainability of the management frameworks on asylum and reception. Furthermore, the design, planning and implementation of a human resources strategy and structure will facilitate the transition to the newly identified or revised strategies and the quality of the processes.

Indicatives Activities

- Support the design of organisational charts and outline the structural and operational changes required to enhance the asylum and/or reception systems;
- Support the identification of competency gaps based on the European Sectoral Qualifications Framework (ESQF), developing a capacity development plan;
- Support the identification of training needs of the asylum and reception staff and other relevant stakeholders;
- Support the development of a national training plan for asylum and reception personnel;
- Facilitate and support the delivery of national or regional training sessions;
- Promote participation in relevant EUAA training modules;
- Translate and disseminate EUAA relevant publications.

Contingency planning

Overall Description of Support

Contingency planning is an essential aspect of **managing high-influx situations effectively and in compliance with international obligations**, covering actions to be taken before, during, and after such events. This planning is important, particularly in ensuring the appropriate management of vulnerable persons.

The EUAA provides **technical support in the process of development or revision of contingency plans**. This includes offering expert guidance, comments and recommendations during the development or revision of contingency plans in partner third countries. Through these efforts, the EUAA contributes to **strengthening the overall preparedness and response capabilities** of national authorities in managing high-influx situations effectively.

The EUAA also supports partner third countries to ensure that contingency plans include effective tools and procedures for the identification and referral of unaccompanied minors. This ensures that they receive the necessary assistance and services in line with international standards. Additionally, the EUAA facilitates the enhancement of the skills and preparedness of national authorities through workshops and the sharing of expertise in contingency planning from EU+ countries.

Intended Results and Deliverables

This support aims to enhance the overall preparedness and response capabilities of national authorities to manage high influxes by providing expert guidance during the process of development and revision of contingency plans. It also ensures that contingency plans include effective tools and procedures for identifying and referring unaccompanied minors, thereby ensuring that they receive necessary assistance, in line with international standards. Ultimately, this effort aims to improve the skills and preparedness of national authorities, empowering them to implement contingency plans effectively.

Indicative Activities

- Support the development or revision of contingency plan by providing methodology and technical guidance, comments and recommendations on the template of the contingency plan and the methodology of contingency planning;
- Technical guidance on structuring the process of development and revision of the contingency planning (e.g. support in defining which institutions should be included sequencing the thematically the meetings of the appointed working group, etc.);
- Provide expert comments on the preparation of application of contingency plans;
- Support the development of scenarios and corresponding response plans;
- Support the design and execution of testing exercises to enhance preparedness and response capabilities;
- Translate and disseminate of relevant EUAA publications.

Digital transformation

Overall Description of Support

The EUAA places a strong emphasis on digital innovation. This involves refining asylum processes and reception systems through the digitalisation of paper-based procedures or **the optimisation of existing processes using digital tools**.

Although digital innovation and technological advancement have long been focal points for both EU+ countries and the Agency, the **COVID-19 pandemic served as a catalyst, accelerating digitalisation efforts**. The digitalisation of asylum processes is essential in order to improve the efficiency of asylum procedures and create scalable processes that can cope with sudden increases of new applications.

The EUAA can provide support to partner third countries to identify opportunities for digital transformation within their asylum systems. By providing expertise and guidance, the EUAA empowers partner third countries to **explore and implement digital solutions that enhance the efficiency and effectiveness of their asylum processes**, fostering a collaborative approach to technological advancements in the global asylum landscape.

Intended Results and Deliverables

The goal is to combine traditional knowledge management with modern technology solutions, streamlining processes, and ensuring better accessibility to asylum-related information. Deliverables include documented methodologies, reports on digital transformation opportunities, and improved knowledge management practices.

Indicative Activities

- Assess needs, review existing systems and processes, and identify areas for improvement;
- Identify best practices and models across EU+ countries that meet the needs of partner third countries;
- Provide recommendations on design-related processes.

International engagement

Overall Description of Support

The EUAA is actively involved in developing the capacity of partner third countries, extending its support beyond the national context to enable their **meaningful participation in international projects and initiatives** related to asylum. This engagement is aimed at fostering strategic knowledge exchange at a regional and global level.

The EUAA can facilitate the connection between partner third countries and established international networks, organisations, and initiatives dedicated to international protection. This collaborative approach allows for the exchange of experiences, lessons learned, and innovative solutions on a broader scale, while fostering cooperation and partnerships. This engagement also **enhances the visibility** of partner third countries on the international stage.

Intended Results and Deliverables

The aim is to promote active participation and engagement of partner third countries in international projects and fora related to international protection, enhancing exchanges of best practices and cooperation. Deliverables include documented collaborative initiatives, participation reports, and strengthened capacities for effective international engagement in asylum-related projects.

Indicative Activities

- Support participation in EUAA or EU+ country thematic events;
- Support participation in regional seminars on topics related to the development and reinforcement of asylum and reception systems;
- Support coordinated participation in global fora for discussions on asylum and migration.

2) Contributing to effective asylum procedures

This section examines the fundamental aspects contributing to the **effectiveness of asylum procedures** in place in each partner third country.

The EUAA supports national authorities in enhancing the management of their asylum procedures through the **design and review of workflows, guidance documents, SOPs, and tools** with a view to improve the systematisation, harmonisation and accountability of the international protection system.

Furthermore, the section focuses on strengthening the capacity of first-contact officials to ensure effective **access to the asylum procedures**, prompt **identification and referral of persons with vulnerabilities** and/or special needs, and the **provision of relevant information** on rights and obligations to applicants. It also includes **quality asylum processing at first and second instances** to improve transparency, consistency, and accountability. Lastly, efforts are made to **enhance understanding of resettlement procedures.**

Access to international protection

Overall Description of Support

The EUAA can support partner third countries in **establishing or refining mechanisms for the prompt identification, registration and referral of applicants** for international protection, thus ensuring effective access to the asylum procedure, in the respect of key fundamental rights and international obligations. Additionally, the EUAA can facilitate the development of clear informational materials, for both national stakeholders and applicants.

Through **collaboration with relevant stakeholders**, the EUAA plays a crucial role in developing and enhancing the capacity of competent authorities to promptly identify, inform and register applicants for international protection and refer them to the relevant procedural pathway.

This **comprehensive approach**, covering needs assessment, and the creation of context-specific solutions, contributes to the establishment of a system that not only guarantees accessibility but also responds effectively to the unique needs and context of partner third countries.

Intended Results and Deliverables

This area of cooperation aims at improving third country's first-contact officers to gain or improve their abilities to recognise individuals with vulnerabilities and those who may be in need for international protection, and to provide relevant procedural guarantees and support, in line with the CEAS.

Indicative activities

- Deliver tailored workshops on access to the asylum procedure and relevant EUAA Practical Guides and tools, such as the Vulnerability Toolkit (SNVA and IPSN);
- Support the development and revision of national SOPs, working instructions, guidelines and tools clearly defining tasks, roles and responsibilities of relevant stakeholders, workflows and referral mechanisms essential to ensure effective access to the asylum procedure. This can include integration of criteria and checklists on pre-vulnerability identification, IPSN, registration of intention, registration and lodging of application);
- Support the development, improvement, and dissemination of information materials, including materials adapted to the specific needs of vulnerable persons;
- Promote participation to relevant EUAA Training modules (e.g., Access to the asylum procedure; Registration; Identification of persons with Special Needs; Communication with Asylum Seekers);
- Translate and disseminate EUAA relevant publications.

Identification, assessment and referral of person with vulnerabilities and/or special needs

Overall Description of Support

The **timely identification and assessment of persons with vulnerabilities and/or special needs is critical** for providing relevant procedural guarantees/safeguards and tailored support.

The EUAA can facilitates **efforts of partner third countries to identify, assess and refer in a swift and appropriate manner person with vulnerabilities and/or special needs to the relevant procedure and specialised service provider,** ensuring respect of the do not harm and confidentiality principles. This support relies on both a variety of tools and trainings developed by the EUAA, as well the expertise and best practices of EU+ countries.

The EUAA can also assist partner third countries in developing and implementing tools, and clear guidelines to improve the effectiveness of the processes.

Intended Results and Deliverables

The support aims to establish a more responsive and accurate vulnerability identification and assessment process, resulting in the prompt access to support and procedural safeguards. Deliverables include comprehensive protocols, guidelines, and practical tools that empower partner third countries to adeptly address the unique needs of vulnerable persons from the very beginning of the asylum process.

Indicative Activities

- Provide technical advice on the development of tools and procedures related to the swift identification, assessment and referral of persons with vulnerabilities and/or special needs;
- Provide support for the design, implementation or optimisation of relevant tools, processes and workflows;
- Support the establishment or improvement of data collection and reporting;
- Conduct workshop and coaching sessions on the use of the IPSN and referral tools;
- Offer on the job coaching on national referral procedures for identification and assessment of vulnerabilities;
- Facilitate expert missions to introduce EU+ countries best practices on identification, assessment and referral of person with vulnerabilities and/or special needs;
- Promote participation in EUAA relevant training modules (e.g., Introduction to Vulnerability; Trafficking in human beings; Applicants with diverse SOGIESC; Children in the asylum process; Victims of gender-based violence);
- Translate and disseminate EUAA relevant publications.

Specialised procedures for unaccompanied minors and separated children

Overall Description of Support

Within the framework for support to vulnerable persons, EUAA has a particular focus on unaccompanied minors and separated children, and can provide specialised support to national authorities of partner third countries with regards to the application of the best interests of the child and enhancing the guarantees within asylum procedures for children.

More specifically, the EUAA can assist with the design**, revision and optimisation of relevant procedures, processes, and workflows**. It can also facilitate the provision of expert support, workshops, and on-the-job training sessions. By leveraging the knowledge and experience of EUAA and EU+ countries' experts, the EUAA can help strengthening the capabilities of competent authorities and personnel involved in best interest of the child and age assessment processes.

This support can involve a **comprehensive assessment of the current legal frameworks and practices** related to age assessment procedures, examining their alignment with child rights and international standards. The EUAA facilitates this process by offering expertise in analysing existing practices and identifying potential gaps or obstacles to rights-compliant age assessment.

Intended Results and Deliverables

This intervention aims at support the establishment or improvement of specialised processes for unaccompanied minors, including within the reception system, and to enhance coordination among authorities and other stakeholders responsible for the care of the unaccompanied children.

Indicative Activities

- Assess the existing framework for the management of unaccompanied minors in the asylum and reception systems to identify needs and gaps;
- Provide guidance on national age assessment procedures;
- Provide guidance on the design, revision and implementation of protocols, workflows and SOPs, including on provision of procedural guarantees, referral and allocation to reception facilities, guardianship schemes, BIA, BID, and age assessment;
- Conduct workshops and on-the-job coaching on case management of unaccompanied children, roles and responsibilities of guardians, age assessment and BIA;
- Undertake consultations with relevant stakeholders and provide guidance on the establishment and terms of references of working groups and coordination mechanisms;
- Facilitate expert missions to introduce EU+ countries best practices on age assessment;
- Translate and disseminate the EUAA practical guide and videos on age assessment;
- Promote participation in relevant EUAA training modules;
- Translate and disseminate EUAA relevant publications.

Quality of asylum process and decisions

Overall Description of Support

EUAA can support partner third countries in design and/or optimising asylum management workflows and quality assurance on lodging, data management, scheduling system, file preparation, decision-making (including interview and evidence and risk assessment), notification of decisions and quality review.

Intended Results and Deliverables

The EUAA's support aims to enhance the capacity of partner third country in processing asylum applications in compliance with international standards. This includes optimising workflows, standardising procedures, implementing technically sound SOPs, and enhancing advanced skills of relevant personnel.

Indicative Activities

- Map and review the framework on asylum, including lodging, interviewing, decision making and access to effective remedy;
- Assess needs in workflows and processing of applications;
- Assist with drafting and implementing relevant SOPs and protocols;
- Provide workshop, on-the-job coaching and ad-hoc advisory session on best practices to operationalise and enhance processes, workflows and tools on management of asylum files;
- Provide on-the-job coaching and training on asylum determination processes and techniques;
- Support the establishment or enhancement of quality assurance units and/or mechanisms to ensure compliance with quality standards in asylum;
- Support the development or improvement of information and data management systems and related tools;
- Support national authorities' capacity on data management, analysis and reporting;
- Train relevant staff on EUAA COI training modules;
- Organise training sessions on COI methodology and/or country-specific information briefings;
  Organise training and professional development activities in regard to processing of appeals at second instance;
- Facilitate expert missions to introduce EU+ countries best practices;
- Promote participation in relevant EUAA training modules;
- Translate and disseminate EUAA relevant publications.

Capacity development for first-contact officials

Overall Description of Support

First-contact officials play a crucial role as they are the first point of contact for third country nationals, and they are tasked with or may play a role in facilitating effective access to international protection.

The EUAA can support partner third countries in **ensuring that first-contact officials are well-prepared to fulfil their obligations** and ensure access to asylum procedures and procedural safeguards for applicants.

The EUAA can also support the delivery of national training sessions targeting first-line responders from relevant national organisations assisting victims of trafficking in human beings, minors and other categories of vulnerable persons. This comprehensive support aims to improve the overall capacity and knowledge of first-contact officials, thereby promoting the efficiency of the asylum system.

Intended Results and Deliverables

This support aims to enhance the capacity of first-contact officials of partner third countries, ensuring that they have the appropriate knowledge and skills to inform and assist asylum seekers in the first phase of the asylum procedure. Through targeted training, officials can improve their skills to identify and address specific needs, such as those of trafficked victims and/or unaccompanied minors. The support also includes sharing best practices and developing SOPs for consistent handling of asylum cases.

Indicative Activities

- Conduct training, workshop and on-the-job coaching on access to asylum procedure, registration, communication techniques and information provision, and identification and referral of vulnerability;
- Facilitate expert missions to introduce EU+ countries best practices on registration;
- Conduct workshop and coaching sessions on the Access to the Asylum Procedure toolkit;
- Disseminate information material on access to procedure for first contact officials;
- Promote participation in relevant EUAA training modules;
- Translate and disseminate relevant EUAA publications.

Capacity development for asylum officers

Overall Description of Support

Asylum officers play a pivotal role in the asylum procedure, as they are responsible for registering asylum applications, conducting personal interviews, examining applications, and issuing decisions. The EUAA can provide support to partner third countries to **improve the proficiency and technical skills of asylum officers to conduct personal interviews in a protection-sensitive manner and thorough examination**, ensuring informed decisions that comply with the CEAS and international protection standards.

The **EUAA's support to asylum officers covers a comprehensive range of activities**, including tailored training programmes and workshops focusing on interview techniques, COI methodology, risk and evidence assessment, inclusion and exclusion clauses, determining criteria, drafting of decisions, ending protection.

Furthermore, the **EUAA can facilitate knowledge-sharing opportunities between partner third countries and EU+ countries**, enabling asylum officers to gain first-hand experience and insights into the operational procedures and methodologies employed by their counterparts. These exchanges can also foster collaboration and the sharing of best practices, further enhancing the quality of the assessment of applications for international protection.

Intended Results and Deliverables

Through these capacity-building efforts, the EUAA aims to equip asylum officers with the necessary expertise and skills to perform their tasks in accordance with international standards and best practices. Related deliverables include comprehensive training modules, tailored workshops, and practical tools that collectively support the enhancement of technical skills and knowledge.

Indicative Activities

- Promote participation in relevant EUAA training modules;
- Share information and expertise from the EUAA and EU+ countries on evidence and risk assessment;
- On-the-job coaching on technical skills (interview, evidence and risk assessment, decision writing, decision assessment, and use of COI) using EUAA guidance and practical tools;
- Conduct workshops on the relevant practical guides, e.g. Practical Guide on the use of COI by case officers, the Practical Guide on evidence and risk assessment;
- Conduct workshops on COI methodology and/or country-specific information briefings;
- Conduct workshop on country of origin identification through document verification, social media research and personal interview;
- Facilitate expert missions to introduce EU+ countries best practices;
- Translate and disseminate relevant EUAA publications.

Improving understanding of resettlement procedures

Overall Description of Support

The EUAA is mandated to support EU+ countries in their resettlement endeavours, which involve the transfer of vulnerable refugees from host countries to EU+ countries. Resettlement grants these individuals rights equivalent to beneficiaries of international protection.

In this context, the EUAA can also **support partner third countries in improving their understanding of resettlement procedures of EU+ countries**. Partner third countries can gain insights into the practices of EU+ countries with regards to the resettlement referral mechanisms and acceptance criteria. Moreover, EUAA can assist partner third countries in better understanding EU+ countries' policies and practice relating to reception, rights and entitlements, and integration of resettled refugees.

Intended Results and Deliverables

The support aims to improve partner third countries' understanding of EU+ countries resettlement selection criteria, as well as enhanced knowledge of effective integration practices to support the successful inclusion of resettled refugees within their societies.

Indicative Activities

- Organise study visits to the EUAA Resettlement Support Facility (RSF) in Istanbul;
- Facilitate the provision of information and expertise from the EUAA and EU+ countries on resettlement;
- Organise a workshop to understand EU+ countries' acceptance criteria for resettlement;
- Translate and disseminate relevant EUAA publications.

3) Contributing to an effective reception system

This section addresses several aspects essential for **ensuring adequate reception conditions, enhancing processing capacity and establishing efficient workflows** in accordance with the CEAS quality requirements.

Additionally, **strategies and workflows for case management in reception facilities** are assessed and areas for further improvement or optimisation of processes identified.

The Agency supports the development of **reception officials' capacity** to enhance their skills and knowledge, ensuring they can effectively fulfil their roles within the reception system.

Alignment of reception conditions with the CEAS

Overall Description of Support

The EUAA can support partner third countries to meet international obligations and the CEAS standard requirements on housing and material conditions. This comprehensive support includes providing expert advice on reception, contributing to alignment with the CEAS.

The EUAA can provide **support in the planning and design of reception facilities**, including refurbishment, upgrading of existing premises, to ensure that reception facilities meet requirements and standards set out in the CEAS and in EUAA guidance. Support on design of facilities can be combined with the **development and enhancement of the workflows and processes** required to ensure efficient functioning of the premises. Additionally, EUAA can support the optimisation of reception management through the design and improvement of processes, SOPs, workflows and operational tools at both structural and operational level.

Intended Results and Deliverables

This support aims to enhance the establishment and functioning of reception facilities and material conditions in line with the CEAS standards.

Indicative Activities

- Map and assess the existing national reception model and strategy, and identify potential improvements;
- Support the design or revision of procedures, workflows, processes and practices related to the national reception system;
- Provide technical support in drafting or reviewing strategic and guidance documents, including SOPs, working documents and protocols;
- Enhance the capacity of reception staff in the use and application of SOPs and tools;
- Increase capacity of the reception staff to provide quality information to residents,
- Increase capacity of the reception staff to manage and analyse data;
- Provide or facilitate the provision of on the job coaching to support the implementation of the practical guidance on reception conditions for unaccompanied minors;
- Train reception staff on the use of the EUAA Assessment of Reception Conditions (ARC) tool and support in its adaptation to the local context;
- Organise study visits to EU+ countries for information sharing on reception models, best practices, operational mechanisms and strategic planning;
- Assist consultative process of relevant stakeholders involved in reception;
- Provide access to and deliver EUAA relevant training modules and tools;
- Translate and disseminate relevant EUAA publications.

Enhanced management of reception centres

Overall Description of Support

The EUAA can support partner third countries to enhance the management of reception centres. This support includes **optimising reception management and the improving of processes,** workflows, operational tools and Standard Operating Procedures (SOPs) to improve efficiency and harmonizing procedures related to reception.

The EUAA can offer support in the assessment of current workflows within reception centres, offer **recommendations aiming at streamlining processes and improving operational efficiency**. The EUAA can support the development of tailored tools and SOPs to address specific challenges identified during the assessment process, providing clear guidelines for staff tasks and responsibilities. The EUAA can also facilitate **the sharing of in-house and EU+ countries' technical expertise and good practices**, ensuring a customised approach that aligns with the operational and procedural context of partner third countries.

Intended Results and Deliverables

This support aims to jointly identify with partner third countries potential areas for improvement with regards to reception centres management, and the following development of appropriate and tailored tools and workflows to increase efficiency and expertise in this context.

Indicative Activities

- Assess needs and identify areas where harmonisation, development and improvement of processes, drafting of strategic and guidance documents are relevant;
- Identify areas for improvement in the existing information provision system and material through information and communication needs assessment;
- Provide guidance on information and data management in the reception system;
- Identify good practices and best models across EU+ countries, that could apply to the specific needs or context of the partner third country;
- Provide expert support and operational advice on managing reception facilities;
- Support the development and implementation of SOPs and tools that can be applied in the context of reception facilities;
- Provide guidance in developing guidelines, SOPs and practical tools at national and local level, coordination among various actors involved in service provision, communication channels and pathways, roles and responsibilities/terms of reference;
- Support the establishment and implementation of coordination mechanisms among stakeholders and service providers within reception facilities;
- Facilitate participation of reception staff to EUAA training modules relevant to reception;
- Conduct workshops on relevant EUAA guides and tools related to reception;
- Contribute to the design of audio-visual, printed material and digital information tools through the introduction of Let's Speak Asylum methodology and on-line library;
- Organise study visits to EU+ countries for information sharing on reception;
- Translate and pilot the EUAA Assessment of Reception Conditions (ARC) tool;

- Translate and disseminate relevant EUAA publications.

Vulnerability identification, assessment and referral, and effective case management in reception

Overall Description of Support

The EUAA supports partner third countries in enhancing **the effective identification, assessment and referral of vulnerable persons and persons with special needs** within their reception systems (including for unaccompanied minors and separated children). Through tailored assistance and collaborative initiatives, the EUAA seeks to strengthen the capacity of national authorities and relevant institutions in the provision of services and special safeguards to applicants with vulnerabilities and/or special needs.

The EUAA can **support national authorities in the design and implementation of standardised framework to identify, assess and manage vulnerable cases across the national reception system.** Moreover, EUAA can provide advice on improving coordination mechanisms and processes to optimise interoperability between specialised institutions and asylum and reception systems, particularly on unaccompanied minors.

Intended Results and Deliverables

EUAA's support focuses on empowering partner third countries to develop or strengthen comprehensive and inclusive reception systems that effectively address the needs of vulnerable persons, including unaccompanied minors. By leveraging expertise, fostering collaboration, and implementing tailored support, the EUAA contributes to the provision of dignified and supportive reception services, procedural safeguards and specialised provision of service for applicants with special needs, particularly unaccompanied minors.

Indicative Activities

- Identify, map and assess needs related to management of vulnerable persons;
- Undertake consultations with asylum and reception authorities and relevant stakeholders on coordination mechanisms;
- Provide guidance and support the design and enhancement of dedicated protocols, workflows, SOPs, referral and allocation mechanisms to reception facilities and relevant stakeholders;
- Provide or facilitate the provision of on-the-job coaching with regards to Identification and case management of vulnerable groups;
- Assess the existing framework for the management of unaccompanied minors in reception systems to identify needs and gaps;
- Provide guidance on national age assessment procedures;
- Provide guidance on the design, revision and implementation of protocols, workflows and SOPs, including on provision of procedural guarantees, referral and allocation to reception facilities, guardianship schemes, BIA, BID, and age assessment;
- Facilitate participation in trainings and on-the job coaching, within the context of the reception of UAMs, including on BIC and the roles and responsibilities of guardians;

- Engage relevant staff in training, workshops and/or on-the-job coaching in the implementation of the vulnerability and UAMs special guarantees, protocols, SOPs and tools (including, but not limited to IPSN, SNVA, Referral toolkit, EUAA Practical Tools for guardians, case management in reception);
- Facilitate the participation in workshop and thematic exchanges on case management in reception;
- Conduct a workshop on the EUAA Guidance on reception conditions;
- Organise study visits to EU+ countries for information sharing on identification, referral, and management of vulnerable persons, including unaccompanied minors;
- Translate and disseminate relevant EUAA publications.

Capacity development of reception officials

Overall Description of Support

This support covers various initiatives aimed at enhancing the skills, knowledge, and competencies of officials involved in managing reception facilities and services. This involves providing **specialised training programmes tailored to the needs of reception officials**, covering a wide range of topics, including reception procedures, international standards (UNHCR and IOM), best practices in managing reception facilities, and work with vulnerable persons. This support also aims at enhancing reception officers' soft skills which are relevant in the context of reception, such as setting professional boundaries, communicating in an intercultural environment, dealing with stakeholders and managing conflicts. Through these training programs, reception officials acquire the necessary expertise and skills to handle various challenges and ensure the smooth operation of reception centres.

Additionally, the EUAA **facilitates knowledge-sharing and exchange opportunities for reception officials** through workshops, seminars, and study visits to EU+ countries and EUAA Operations. These platforms enable officials to learn from each other's experiences, exchange best practices, and stay updated on the latest developments in the field of asylum reception. By fostering collaboration and networking among reception officials, the EUAA contributes to the continuous improvement of services provided in the reception context.

Intended Results and Deliverables

This support aims to strengthen the reception system in partner third countries, improve the quality of services provided to asylum seekers, and ensure adherence to international standards (UNHCR and IOM) and exchange of best practices in reception management.

Indicative Activities

- Identify training needs of reception staff and other relevant stakeholders;
- Promote participation in EUAA relevant training modules (e.g., Reception and Reception of Vulnerable Persons);
- Translate and disseminate relevant EUAA publication

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