EUROPEAN SECTORAL QUALIFICATIONS FRAMEWORK FOR ASYLUM AND RECEPTION OFFICIALS
OCCUPATIONAL STANDARDS FOR ASYLUM AND RECEPTION OFFICIALS

COMPLEXITY / Competence Area		A — Broad, basic knowledge of:	Ability to:	Takes responsibility to:	B — Detailed knowledge of:	Ability to:	Takes responsibility to:	C — Highly specialised knowledge of:	Ability to:	Takes responsibility to:
ASYLUM AND RECEPTION GENERIC COMPETENCES										

ASYLUM AND RECEPTION GENERIC COMPETENCES

Competence Area	#	A knowledge	A Ability to	A Takes responsibility to	B knowledge	B Ability to	B Takes responsibility to	C knowledge	C Ability to	C Takes responsibility to
Law, Policy and Procedures	1	a Relevant asylum-related law, policy and procedures, according to the national/EU/international legal framework	b Apply asylum-related law, policy and procedures within the scope of the individual role	c Comply with the basic legal framework within the scope of the individual role	d National and EU law, policy and procedures, jurisprudence and case law related to asylum in the context of national, EU and international legal frameworks	e Provide verbal and/or written legal and procedural recommendations on standard asylum issues to all stakeholders	f	g Concepts relevant to asylum-related law and procedural requirements related to complex and specific international protection issues (i.e. exclusion, cessation, revocation)	h Provide verbal and written legal and procedural recommendations on non-standard and/or complex asylum-related issues to all stakeholders	i
	2	a	b	c	d	e	f	g	h Conduct legal research and/or evaluate asylum-related law, policy and procedures and draft justified, recommended improvements in the context of national and EU strategies	i Develop guidelines, policies and procedures to improve the implementation of asylum-related frameworks
General Communication	3	a Basic principles and techniques for effective communication	b Use effective communication skills, including questioning techniques, with a specific range of stakeholders	c Establish rapport-based respectful communication and ensure mutual understanding	d A broad range of principles and techniques for effective communication	e Communicate effectively in a broad range of professional contexts	f	g Advanced communication tools, techniques and strategies	h	i Ensure effective communication across the organisation and with external entities, including the media
	4	a Basic processes to indicate an applicant's native or other languages	b Adapt basic communication skills to enable effective communication through an interpreter	c Communicate through an interpreter or provide translated information	d Principles of communicating through an interpreter	e Adapt communication skills to enable communication of complex information through an interpreter	f Monitor interpreter's behaviour for indicators of consistency, accuracy and compliance with code of practice, taking necessary action	g	h	i
Cooperation and Information Sharing	5	a Data protection guidelines and procedures for all organisational and personal communication channels	b Share approved information with internal and external stakeholders	c Protect personal data in accordance with applicable regulations	d Methods for information sharing and cooperation with national and international stakeholders	e Liaise and cooperate with national and international stakeholders on asylum-related issues	f Share information and cooperate with national and international stakeholders in compliance with procedures and data protection requirements	g	h Review and/or develop organisational guidelines and procedures for cooperation and information sharing	i Actively contribute and share good practice in national and international asylum-related networks

COMPLEXITY / Competence Area	#	A Broad, basic knowledge of:	A Ability to:	A Takes responsibility to:	B Detailed knowledge of:	B Ability to:	B Takes responsibility to:	C Highly specialised knowledge of:	C Ability to:	C Takes responsibility to:
Awareness of Cultural and Social Factors	6	a Cultural diversity and sensitivity	b Interact in a culturally appropriate manner in a range of professional contexts	c Respect cultural diversity in a range of professional contexts	d Cultural and social factors that may impact asylum-related interactions and matters	e Consider social and cultural aspects in asylum-related interactions and matters	f Act in a culturally sensitive manner in all professional contexts	g Complexity of cultural diversity in asylum-related matters	h Advise on how cultural diversity impacts on the whole asylum process	i
Professional Standards	7	a The asylum and reception service's aims, ethical codes and values	b Perform tasks in line with the organisation's aims, ethical codes and values	c Act in accordance with the organisation's ethical codes and values	d Ethics and professional standards in asylum-related contexts	e Resolve ethical dilemmas in accordance with organisational ethics and professional standards	f Offer a professional, ethical and respectful service	g	h	i Ensure adherence to professional standards and codes of practice
Professional Wellbeing	8	a Principles of professional wellbeing	b Apply measures to protect own professional wellbeing	c Act on own professional wellbeing concerns	d Recognise potential occupational psychosocial hazards	e	f Manage occupational psychosocial hazards within the team	g	h	i Systematically identify, prevent and manage organisational psychosocial hazards for all staff
Health, Safety and Security	9	a Health, safety and security standards and procedures	b	c Act on health, safety and security concerns in accordance with procedures to maintain an inclusive and safe environment	d Health, safety and security risks related to the whole asylum process	e Coordinate and monitor health, safety and security standards and procedures in asylum and reception environments	f Create an inclusive and safe environment for all areas of professional responsibility	g International good practice in health, safety and security issues related to the whole asylum process in challenging situations, including the operational environment	h Develop, review and improve health, safety and security standards and procedures in the context of emerging risks	i Ensure and advise on an inclusive and safe environment for all persons involved in the whole asylum process
Conflict Management and Mediation	10	a Basic conflict resolution and mediation techniques	b Prevent and resolve non-complex conflicts	c Recognise potential emerging conflicts and act or refer within the scope of the role	d Advanced conflict resolution and mediation methods	e Mediate, de-escalate and resolve acute, complex conflict situations	f	g Systemic conflict management strategies relevant to all asylum contexts	h	i
Information Security, IT and Databases	11	a Specific asylum-related databases and electronic sources of information	b Access and use information on asylum-related databases for the purposes of information verification	c Accurately process information when using databases and electronic information	d A broad range of relevant asylum-related databases and electronic sources of information	e Maintain and update asylum-related databases with accurate information	f Implement measures to address inaccurate electronic information	g	h Monitor and develop asylum-related database structures and data systems	i
Information Security, IT and Databases	12	a	b	c Consistently apply all data security measures and policies	d	e	f Ensure electronic information security and report breaches of information security	g	h Draft and review information security policies and measures in the context of emerging data security risks	i Ensure the accuracy of data held in databases and compliance with data protection law
Information and Data Analysis	13	a Methods to gather and collate asylum and reception-related information and data	b Gather and collate asylum and reception-related information and data	c Accuracy of information and data collection	d Research methods applicable to asylum and reception-related qualitative and quantitative data	e Analyse and update asylum and reception-related information and data	f Accurately collect and analyse valid information and data	g	h Analyse complex asylum and reception-related data to inform organisational processes	i

ASYLUM AND RECEPTION SPECIFIC COMPETENCES

Competence Area	#	A — Broad, basic knowledge of: (a)	A — Ability to: (b)	A — Takes responsibility to: (c)	B — Detailed knowledge of: (d)	B — Ability to: (e)	B — Takes responsibility to: (f)	C — Highly specialised knowledge of: (g)	C — Ability to: (h)	C — Takes responsibility to: (i)
ASYLUM AND RECEPTION SPECIFIC COMPETENCES	14									
Case Administration, Registration and Accommodation	15	a Role and responsibilities of relevant stakeholders towards applicants	b Gather relevant information, documentation and maintain systematic records of all processes	c Coordinate appointments and organise practical, financial and logistical support for the applicant	d	e Identify applicants' practical needs and implement procedures to address them	f Ensure that applicants' practical needs are addressed, and the proposed support is approved in accordance with policy and procedures	g	h	i
	16	a	b Complete registration procedures for international protection	c	d	e Allocate a case to a case officer taking into consideration the procedural and individual aspects of the case	f	g	h	i
	17	a Information and documentation to be provided to applicants	b Coordinate the issuing of relevant permits and documents	c Provide necessary and timely information to applicants	d	e Determine and approve information to be shared with the applicant in relation to specific cases	f Ensure that permits and documents relevant to the asylum procedure have been issued	g	h	i
Interviewing	18	a	b	c	d Good practice and current trends on asylum-related interviewing methods	e Plan, prepare, conduct and document a standard asylum-related interview	f Ensure that the information is sufficiently detailed and reliable to establish the relevant facts in standard asylum-related interviews	g Advanced asylum-related interviewing strategies and methods	h Use advanced interviewing strategies to plan, prepare, conduct and document complex and/or non-standard asylum-related interviews	i
Evidence Assessment and Decision Making	19	a	b	c	d Good practice and current trends on the application of asylum-related evidence assessment methods	e Assess claims to determine if the status of international protection should be granted, excluded or ended, using all relevant evidence and information in standard asylum cases	f Justify, in fact and in law, decisions on standard asylum cases verbally and in writing to all stakeholders, including the applicant	g	h Evaluate evidence, interview transcripts and specific relevant Country of Origin Information against legal requirements for non-standard or complex asylum and appeal cases	i Justify, in fact and in law, decisions on non-standard or complex asylum and appeal cases verbally and in writing to all stakeholders including the applicant
	20	a	b	c	d	e Determine responsibility to process a claim for international protection	f Decide and assess, on a continuous basis, the necessity, legality and proportionality of detention and alternatives to detention in asylum cases	g	h	i

Competence Area	#	A — Broad, basic knowledge of:	A — Ability to:	A — Takes responsibility to:	B — Detailed knowledge of:	B — Ability to:	B — Takes responsibility to:	C — Highly specialised knowledge of:	C — Ability to:	C — Takes responsibility to:
Country of Origin Information Research	21	a Basic Country of Origin Information standards	b Apply basic research tools and techniques to collate Country of Origin Information	c Provide relevant, reliable, current and objective responses to non-complex Country of Origin Information queries	d Advanced Country of Origin Information methodological standards	e Apply a broad range of research tools and techniques to gather complex Country of Origin Information	f Ensure that Country of Origin Information is relevant, reliable, current, objective and in a user-friendly format	g Existing and emerging complex situations and factors in specific countries of origin and of highly specialised sources	h Gather, analyse and synthesise highly complex Country of Origin Information from multiple (including sensitive) sources for asylum-related purposes	i Lead Country of Origin Information projects, establishing complexity and matching resources
	22	a	b	c	d Existing and emerging situations and factors in specific countries of origin and of specialised sources	e Analyse, synthesise and report on collected Country of Origin Information	f	g	h	i
Vulnerability	23	a Vulnerability, categorisation and indicators	b Identify applicants with specific and special needs	c Initiate necessary support for applicants with specific and special needs	d Potential impact of vulnerabilities on engagement across the whole asylum process	e Plan and implement interventions in accordance with applicants' vulnerabilities	f Ensure needs arising from applicants' vulnerabilities are incorporated into decisions and actions	g Implications of complex issues in relation to vulnerability across the whole asylum process	h	i Ensure that the consideration of vulnerability is integrated across the whole asylum process
Psychosocial Support and Guidance	24	a Tools and techniques to support asylum applicants in social distress	b Apply tools and techniques to support applicants in social distress	c Guide applicants' adaptation to their social environment	d Good practice and current trends in methods to support and guide applicants	e Support the individual psychosocial needs of the applicant	f Adopt a client-centred approach for asylum applicants	g International good practice in psychosocial support and guidance systems	h	i
Resettlement	25	a	b	c Coordinate resettlement logistics and administration	d	e Plan resettlement missions	f Coordinate the resettlement mission process	g	h	i
	26	a	b	c	d	e Make reasoned recommendations in relation to selection of resettlement cases	f	g	h	i
Quality Assurance of the Asylum and Reception Process	27	a	b	c Reflect on and address quality issues in own professional tasks	d Methods and tools to evaluate quality of asylum and reception-related processes	e Evaluate quality of asylum and reception-related processes	f Monitor self and others and report issues that affect quality within asylum and reception-related processes	g International good practice in management of asylum and reception-related processes	h Implement actions to address issues to maintain and improve on the required quality standards of asylum and reception systems	i Ensure the systematic evaluation of quality in asylum and reception processes
SUPERVISORY AND MANAGEMENT COMPETENCES	28									

SUPERVISORY AND MANAGEMENT COMPETENCES

Competence Area	#	A — Broad, basic knowledge of:	A — Ability to:	A — Takes responsibility to:	B — Detailed knowledge of:	B — Ability to:	B — Takes responsibility to:	C — Highly specialised knowledge of:	C — Ability to:	C — Takes responsibility to:
Human Resources Management	29	a Relevant processes for human resource functions	b	c Report staffing issues following approved procedures	d Employment law, good practice and current trends in employment policy as they relate to the organisation	e Implement recruitment, selection, promotion and disciplinary processes	f	g	h Undertake strategic workforce planning	i Draft, review and update policies and procedures related to human resource management
	30	a	b Gather and maintain current and accurate records of all human resource-related processes	c	d	e Analyse human resource metrics to inform and guide management and supervisory actions	f	g	h	i

Competence Area	#	Broad, basic knowledge of: (a)	Ability to: (b)	Takes responsibility to: (c)	Detailed knowledge of: (d)	Ability to: (e)	Takes responsibility to: (f)	Highly specialised knowledge of: (g)	Ability to: (h)	Takes responsibility to: (i)
		A			**B**			**C**		
Learning and Professional Development	31	a Staff professional development and training programmes and processes	b	c Monitor own professional competences and engage in professional development	d Learning and professional development requirements for staff roles and responsibilities	e Identify staff training and professional development needs	f Write, implement and review plans for individual and team professional development	g	h Monitor and evaluate staff professional development plans and programmes in the context of international good practice	i Ensure strategic management of continuous professional development of all staff
	32	a Specific techniques to facilitate staff learning and development	b	c	d Good practice in learner-centred adult learning and assessment methods and methodology	e Conduct and assess staff training and learning in the workplace, online and in formal training environments	f Evaluate, design and improve training and learning programmes and assessments	g European quality standards in training and learning	h Coordinate the design, review and update of training course provision to meet organisational needs	i Ensure quality standards of organisation's training and learning activities
Leadership and Management	33	a Tools and techniques to supervise and motivate teams	b Plan, organise and supervise the work of small teams	c Lead and motivate small teams to achieve organisational objectives and goals	d Organisational work policies, practices and relevant national employment law	e Manage and motivate staff to achieve organisational goals	f Promote positive work practices to enhance staff performance	g Effective leadership tools and techniques	h Implement a strategic approach to manage staff in the context of complex fluctuating organisational contexts	i Lead the management of staff, ensuring organisational goals and priorities are met
	34	a	b	c	d Change management theory and processes	e Manage changes to organisational work practices	f	g Strategies for leading organisational change	h Develop strategies and plans for organisational change	i
Strategy and Planning	35	a Organisational strategies and plans	b Establish team tasks, responsibilities and performance indicators from organisational strategies and plans	c Implement and monitor plans at team level	d Organisational planning and evaluation processes and methods	e Develop plans and programmes for regular activities and for situations of extraordinary pressures on service provision	f Implement, monitor and evaluate strategies, plans and programmes	g Management approaches to strategic planning, monitoring and evaluation	h Draft and review organisational strategies, plans and programmes, setting organisational goals and priorities	i Ensure the strategic management of service provision in the context of varying service demands and resource capacity
Quality Management	36	a Quality management techniques	b Monitor the quality of the implementation of standard processes	c	d Quality management tools and techniques relevant to the organisation	e Use quality management tools, techniques and reports to identify and follow up on issues within the organisation	f	g International good practice related to quality management	h Set and monitor the achievement of organisational quality standards	i Ensure the systematic management of organisational quality standards
Financial Management	37	a Relevant processes for budgets, procurement and financial reporting of the organisation	b Maintain up-to-date and accurate records of all finance-related processes	c	d Financial management and procurement systems and tools	e Manage budget allocations and procurement to effectively and efficiently fulfil organisational requirements	f Implement financial policy, and report on financial issues	g Financial and budgetary analytical tools and methods	h Allocate, monitor and control financial resources in the context of organisational requirements and trends, addressing irregularities	i Ensure effective and efficient management of financial resources