

## Structure and Content of the Asylum Capacity Self-Assessment Questionnaire

No.	Modules	Sub-modules	Sub-sections	Content of the modules
<b>Module 1</b> <i>(Mandatory)</i>	<b>Enabling Environment</b>			This module allows assessment users to assess the contextual environment in which the asylum system operates, how conducive it is to support a fair and efficient asylum system and what potential barriers the system may face. The <b>17 statements</b> in the module cover areas that users have the possibility of influencing.
<b>Module 2</b> <i>(Mandatory)</i>	<b>Normative Framework</b>	1.1 General		This module covers the legal and policy framework, related to asylum and refugee protection in the country. It also allows users to consider how regulations, rules and policies are implemented in practice. The module also encourages users to consider the vision, strategies, internal regulations, and the structures of entities responsible for Registration, RSD in the first and appeal instances, and how the different entities interact with each other. It is composed of <b>44 statements</b> .
		1.2 Registration	1.2.1 Vision and strategy	
			1.2.2 Legal and policy framework	
			1.2.3 Structure and independence	
		1.3 RSD First Instance	1.3.1 Vision and strategy	
			1.3.2. Legal and policy framework	
			1.3.3 Structure and independence	
1.4 RSD Appeal Instance	1.4.1 Vision and strategy			
	1.4.2 Legal and policy framework			
	1.4.3 Structure and independence			
<b>Module 3</b> <i>(Mandatory)</i>	<b>Stakeholder Engagement</b>			This module allows users to assess how asylum entities engage with various stakeholders (including different government ministries, the judiciary, donors, civil society organizations, academia, refugees, and asylum-seekers). It considers to what extent asylum entities are involved in government-wide planning processes; how they can benefit from the technical know-how of other government institutions; to what extent there are meaningful opportunities for public input into matters concerning the asylum system and refugee protection; and how the asylum system can benefit from the cross-fertilization of knowledge with other government entities or regional actors. It is composed of <b>12 statements</b> .
<b>Module 4</b> <i>(Mandatory)</i>	<b>Planning and Resource Management</b>	4.1 General		This module explores planning, budgeting, and resource management within the asylum entities. It considers to what extent budgets emanate from the national budget, are tied to forecasts and are independent of external support. The module of <b>28 statements</b> also considers how the life cycle of resources, including material assets and technological systems, is planned for.
		4.2 Budget of the Asylum Entities	4.2.1 Budget policy & structure	
			4.2.2 Human resources	
			4.2.3 Venues & assets	

<b>Module 5</b> <i>(Optional)</i>	<b>Operational Considerations</b>	5.1 Registration	5.1.1. Counselling pre-registration	<p>This module assesses the standard operational procedures of a national asylum system, including access to registration for asylum, the identification of vulnerable individuals, and various quality and procedural considerations. It examines the availability of effective counselling and sharing of information with refugees and asylum-seekers, and to what extent standard procedures within the asylum process are in place and adhered to. Users will also consider asylum-seekers' access to legal aid and representation throughout the asylum process. In addition, users will have the opportunity to study case processing and management, including the efficiency of the case scheduling system, what strategies and procedures are in place for differentiated case processing modalities, and how they contribute to the efficiency of the asylum system. The module is composed of <b>184 statements</b></p>
			5.1.2 Scheduling registration	
			5.1.3 Access to registration	
			5.1.4 Quality and procedural considerations	
		5.2 RSD First Instance	5.2.1 Scheduling RSD first instance	
			5.2.2 Access to RSD	
			5.2.3 Quality and procedural considerations	
		5.3 RSD Appeal Instance	5.3.1 Scheduling RSD appeal instance	
			5.3.2 Access to appeal	
5.3.3 Quality and procedural considerations				
<b>Module 6</b> <i>(Optional)</i>	<b>Processing of Personal Data and File Management System</b>	6.1 General Considerations		<p>This module examines the applicability of policies and procedures in the processing of personal data. It also considers the management, storage and sharing of data both in physical files and electronic databases. The module is composed of <b>34 statements</b>.</p>
		6.2 File Management System	6.2.1 Physical file management	
			6.2.2 Electronic file management	
<b>Module 7</b> <i>(Optional)</i>	<b>Workforce</b>	7.1 Registration	7.1.1 Vision and structure of the workforce	<p>The Workforce module allows assessors to consider the extent to which the various asylum entities have established long-term visions and strategies for the workforce. It looks at the specialization of the workforce for the required functions within asylum entities as well as the core technical functions and support carried out by human resources and administrative teams to manage the current workforce; this includes support in recruitment and onboarding processes. The module examines how performance management is conducted and allows users to assess the personnel retention, remuneration and welfare policies that contribute to a professional and healthy workplace environment, and by extension, to the quality of the asylum system. In the module of <b>117 statements</b>, users will additionally examine continuity plans during handover processes and leadership succession, as well as opportunities for capacity development and training of personnel.</p>
			7.1.2 Human resources/administration and recruitment	
			7.1.3 Specialization of the workforce	
			7.1.4 Performance management	
			7.1.5 Staff retention, remuneration and welfare	
			7.1.6 Capacity development and training	
		7.2 RSD First Instance	7.2.1 Vision and structure of the workforce	
			7.2.2 Human resources/administration and recruitment	
			7.2.3 Specialization of the workforce	
			7.2.4 Performance management	
			7.2.5 Staff retention, remuneration and welfare	
			7.2.6 Capacity development and training	

		7.3 RSD Appeal Instance	7.3.1 Vision and structure of the workforce 7.3.2 Human resources/administration and recruitment 7.3.4 Specialization of the workforce 7.3.5 Performance management 7.3.6 Staff retention, remuneration and welfare 7.3.7 Capacity development and training	
<b>Module 8</b> <i>(Optional)</i>	<b>Material Assets and Infrastructure</b>	8.1 General 8.2 Digital Asylum Systems		In this module, assessment users consider the availability and utility of physical assets, including office furniture and equipment, technological software, and electronic systems, as well as infrastructure – including reception spaces and interviewing rooms – in order to provide asylum services that are efficient and inclusive of diversity needs. The module is composed of <b>30 statements</b> .
<b>Module 9</b> <i>(Optional)</i>	<b>Oversight, Feedback Mechanisms and Risk Mitigation</b>	9.1 General 9.2 Registration 9.3 RSD First Instance 9.4 RSD Appeal Instance	9.2.1 Information pre-registration 9.2.2 Organizational development and learning 9.2.3 Monitoring and audit of procedures 9.2.4 Safeguards in documentation 9.2.5 Feedback mechanisms 9.2.6 Integrity of the workforce 9.3.1 Organizational development and learning 9.3.2 Safeguards in documentation 9.3.3 Feedback mechanisms 9.3.4 Safeguards in documentation 9.3.5 Integrity of the workforce 9.4.1 Organizational development and learning 9.4.2 Safeguards in documentation 9.4.3 Feedback mechanisms 9.4.4 Safeguards in documentation 9.4.5 Integrity of the workforce	This module covers the risks and opportunities for oversight of asylum procedures and the mitigation of fraud, corruption, sexual exploitation and abuse, and other risks. Users have the opportunity to consider what procedures are in place and to what extent they are efficient in safeguarding the integrity of the asylum system. It covers the monitoring and audit of procedures, specific safeguards related to the design and construction of refugee and asylum-seeker documentation as well as the integrity of the workforce and their interactions with refugees and asylum-seekers. The <b>98 statements</b> of the module also look at the availability, accessibility, confidentiality, and efficiency of feedback mechanisms, and consider how improvements and course corrections are implemented in asylum procedures.