EU-FRANK

Facilitating Resettlement and Refugee Admission through New Knowledge
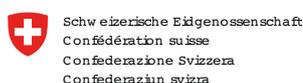
Migrationsverket

EUROPEAN UNION
Asylum, Migration and Integration Fund

Template for Scheduling of Resettlement Interviews

EU-FRANK Tool 4

Led by Sweden. In partnership and consultation with:

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

COA *Centraal Orgaan opvang asielzoekers*

MIGRATION POLICY INSTITUTE
mpi EUROPE

CGVS ra
OFFICE OF THE COMMISSIONER GENERAL
FOR REFUGEES AND STATELESS PERSONS

International Organization for Migration (IOM)
The UN Migration Agency

fedasil
FEDERAL AGENCY FOR THE
RECEPTION OF ASYLUM SEEKERS

MINISTERO
DELL'INTERNO

Europe
icmc
International Catholic
Migration Commission

EASO

UNHCR
The UN Refugee Agency

Immigratie- en Naturalisatiedienst
Ministerie van Justitie en Veiligheid

Introduction to this tool

This tool has been developed within the framework of the EU-FRANK project in 2018-2019 with funding from the European Asylum Migration and Integration Fund. Information presented in this tool is by no means exhaustive, but represents a compilation of guidance and practical tips. The objective has been to support EU Member States in their operational work with resettlement. For more information about this project, visit www.eu-frank.eu.

What is the purpose of this tool?

The main objective of this tool is to provide an overview of the resettlement cases that are to be interviewed during a selection mission.

Why was this tool created?

An interview schedule allows the selection mission team and all operational partners to have an overview of the interviews planned as part of the mission. This will in turn allow for planning of necessary logistical arrangements, e.g. transportation, accommodation, catering, interpreters, and, if needed, childcare support.

What is in this tool?

The interview schedule is a template in which the mission team can fill in information about the cases that they are about to interview, and in which they can allot cases to the different case workers and working days of the mission. It shows who will interview which case and at what time (name of the interviewer/date and time for the interview). While giving an overview of the mission's work, it also provides a working tool for the mission to keep track of all of the details related to the interviews. It is a flexible tool, and the columns should be adjusted based on what is considered important information to keep, as well as with consideration for data protection and individual integrity. Some countries might want to include, for instance, the timing of medical checks or whether interviews with a specific family have been complete. By including such aspects, the interview schedule also becomes a tool to help ensure that all cases have proceeded through all the necessary steps of the mission.

Who should use this tool?

This interview schedule is primarily intended to facilitate the task of the head of mission or other case workers who plan and manage the mission's daily activities. It is used by the case workers because it provides an overview of their work tasks. It can also be used by operational partners who are responsible for the logistical aspects of the mission (for instance, the organization of transportation of refugees to and from the interview location, their possible accommodation when needed, etc.).

How and when should this tool be used?

The interview schedule can be prepared by a selection mission itself (often the mission leader or acting mission leader) or by operational partners such as the UNHCR. Either way, the interview schedule is often set up in close cooperation with the IOM/UNHCR because the schedule depends on the country's operational context, taking into account internal travel permits, curfew hours, etc. Who is preparing the schedule should be clearly indicated in the PMQ, Section 8, and agreed upon with the UNHCR and/or IOM in advance of the selection mission.

The schedule is shared with key actors, caseworkers, and local operational partners as early as possible. The head of mission will be the focal point in case of questions or comments. During the selection mission, the schedule will allow all involved actors to have the same reference framework.

Brief guidance on the interview schedule template

A standard resettlement interview schedule is usually set up in Excel or a similar program and contains information in several columns. It is used to provide an overview of the cases that are to be interviewed, which case worker is supposed to interview which case, and relevant data regarding the individuals concerned.

The interview schedule can be used to remind the mission of the steps that each case has to go through and to verify and correct any information before the case is forwarded through the resettlement process. A completed schedule can be shared with operational partners and other key actors who are dealing with logistics related to the refugees and selection interviews, the planning of interpreters, the use of childcare support, etc.

When handling personal data, always pay attention to data protection regulations and standards (e.g. the GDPR)! It is important that personal information is handled, shared, and stored with caution and only used as needed for the work assignment.

Suggested content of a "Resettlement interview schedule"

The information items described below are suggested for use by missions in preparing for and conducting resettlement interviews. The suggested columns reflect how interview schedules are usually compiled by some states.

The schedule (an example of which is provided below) should be seen as a temporary working document. Because there are limitations concerning how personal data can be kept and stored, such data must be handled with respect for personal integrity and adjusted in accordance with appropriate legislative frameworks. Any agency that decides to create and use this type of tool is responsible for adapting it and handling it in accordance with what is allowed within their national context and following international standards.

The following data may be relevant to include in an interview schedule:

Column A:	UNHCR case number (for reference and communication with the UNHCR)
Column B:	Registration number in your national database (optional)
Column C:	(First) Name
Column D:	(Family/Last) Name
Column E:	Date of Birth
Column F:	Gender
Column G:	Citizenship or Country of Origin

Column H: Family relation (Primary applicant - PRA, husband, wife, daughter, son, etc.)

Column I: Case size (number of persons submitted in the case)

Column J: Number of interviews (indicate interviews per person)

Column K: Case worker (name of the interviewer)

Column L: Language (mother tongue of the refugee or other language that the refugee understands well and speaks fluently)

Column M: Interpreter (first name and last/family name)

Column N: Linked case

Column N: Residence in country of asylum

Column O: Other remarks, for instance, regarding mobility or vulnerabilities (e.g. need for a wheelchair)

Suggested layout of a "Resettlement interview schedule"

Each individual in the resettlement case should be included in the interview schedule. Depending on the use of the schedule, there are several printing options. For a printable overview of the interviews, states can choose to make visible only the spreadsheet row with the name of the PRA and temporarily hide the rows with the family members. Any column that is not used in your interview schedule can be hidden or deleted from the spreadsheet.

If the schedule is also being used as a daily attendance list, all the rows for each person could be printed out for each interview day.

The schedule is divided into weekdays.

The "Case size" and "Number of interviews" are added together to get the daily total.

Visit the EU-FRANK website for a national example of an interview schedule.