

# EU-FRANK

Facilitating Resettlement and Refugee Admission  
through New Knowledge

## Overview of EU-FRANK Resettlement Tools

The EU-FRANK project aims to support EU Member States' competence and operational capacity to resettle persons in need of international protection. As part of this, the project has developed a set of tools that can be used by practitioners in resettlement countries when planning and implementing resettlement activities.

The tools have been developed by experts from the project's partner countries Belgium, Italy, the Netherlands, and Sweden in collaboration with the European Asylum Support Office (EASO), the United Nations High Commissioner for Refugees (UNHCR), and the International Organization for Migration (IOM). The tools build on materials that resettlement agencies find useful, or that they feel that they have been lacking.

The tools are free to use, and they can be download from the project website: [www.eu-frank.eu/resources/tools](http://www.eu-frank.eu/resources/tools). Actors using the tools are kindly asked to provide feedback to the project on possible adaptations to improve the material. This can be done via email to [eu-frank@migrationsverket.se](mailto:eu-frank@migrationsverket.se).

The following tools are available for testing:

### **Tool 1: Template for Annual Overview of Submitted Resettlement Cases**

This tool provides an overview of which aspects or data may be important to track throughout the processing of resettlement cases, for instance, in an Excel spreadsheet or similar tool, as a complement to national databases.

### **Tool 2: Practical Guide for Planning and Implementing Selection Missions**

This tool provides guidance to resettlement officials when preparing and implementing a resettlement selection mission.

### **Tool 3: Checklist for Implementation of Selection Missions**

This tool contains a collection of key elements/activities to consider throughout the process of preparation, implementation, and completion of a selection mission.

### **Tool 4: Template for Scheduling of Resettlement Interviews**

This tool creates an overview of cases that are to be interviewed during a selection mission, which helps in the planning of logistical arrangements such as work division between mission staff, the need for transportation or interpretation services, etc.

### **Tool 5: Guiding Note for Communication via Interpreters**

This tool provides guidance on considerations that resettlement practitioners may want to take when communicating with refugees via interpreters. It contains an example of a deontology code (code of conduct) and a collection of topics that can be addressed in preparatory dialogue with interpreters.

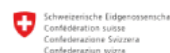
### **Tool 6: Guiding Note for Preparatory Briefings of Refugees**

This tool provides a template that can be used in briefings with refugees prior to the selection interview. It can preferably be used in conjunction with the Practical Guide: Planning and Implementing a Selection Mission (Tool 2).



**EU-FRANK**  
Facilitating Resettlement  
and Refugee Admission  
through New Knowledge

  
**Migrationsverket**  
Led by Sweden. In partnership  
and consultation with:



# EU-FRANK

## Facilitating Resettlement and Refugee Admission through New Knowledge

### **Tool 7: Practical Guide for Planning and Conducting Resettlement Interviews**

This tool provides guidance about how to manage and address resettlement cases as well as a checklist to accompany resettlement case officers in the preparation and implementation of selection interviews.

### **Tool 8: Checklist for Organisation of Orientation Sessions via Video Link**

This checklist can be used to prepare and conduct a cultural orientation session via video conference to be held with a selected refugee or a group of selected refugees.

### **Tool 9: Guiding Note around Pre-departure Orientation Topics**

This tool provides an overview of topics that can be included in orientation/cultural orientation sessions intended to provide consistent and accurate information about life in the resettlement country. This tool focuses on trainings delivered prior to refugees' departure, but can also apply to orientation after arrival.

### **Tool 10: Template for Preparing Orientation Training in Partnership with the IOM**

This tool can be used by a resettlement country that is planning a pre-departure cultural orientation training and that relies on the IOM for logistical and operational support. It provides a framework for communication between the Member State entity in charge and the IOM.

### **Tool 11: Template for a Case Information File**

This form can be used to collect and forward information about a resettlement case (individual or family) to relevant partners in order to facilitate the planning of adequate support for the resettled refugees upon arrival.

### **Tool 12: Template for an Accommodation Information Note**

This tool can be used to share information about accommodation in the resettlement country to refugees who have been selected for resettlement in advance of their arrival.

### **Tool 13: Template for a Post-mission Report**

This tool provides an overview of topics that can be covered when summarizing and reporting a resettlement selection mission.

### **Tool 14: Practical Guide for Dossier Examination**

This tool provides guidance related to screening and selecting resettlement cases based on examination of written documentation (dossier examination).

### **Tool 15: Checklist for Transfer Arrangements**

This tool describes necessary considerations to enable a well-functioning departure and transfer process for refugees from a host country to their country of resettlement.



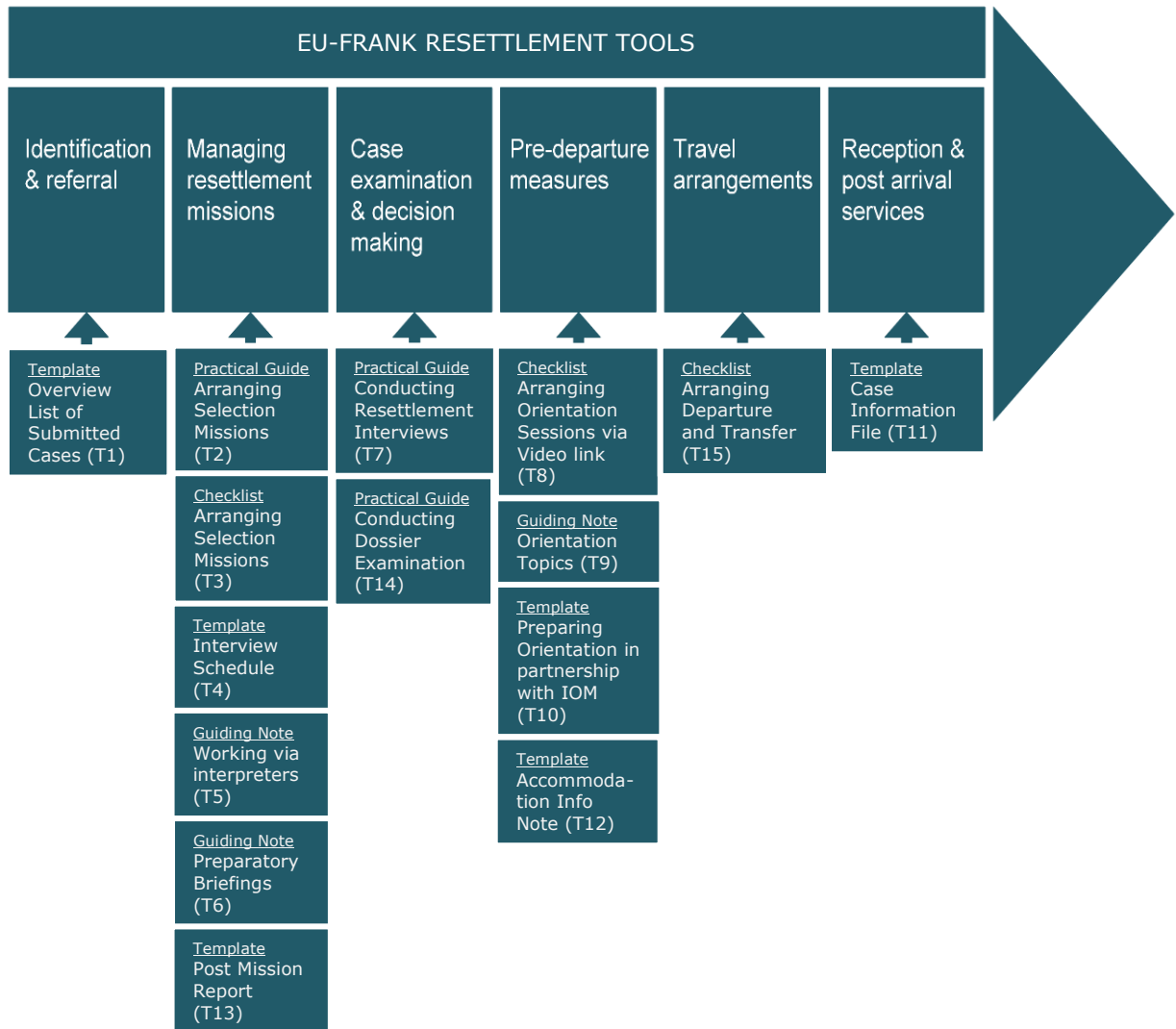
**EU-FRANK**  
Facilitating Resettlement  
and Refugee Admission  
through New Knowledge

  
**Migrationsverket**  
Led by Sweden. In partnership  
and consultation with:



# EU-FRANK

Facilitating Resettlement and Refugee Admission through New Knowledge



**EU-FRANK**  
Facilitating Resettlement and Refugee Admission through New Knowledge

**Migrationsverket**  
Led by Sweden. In partnership and consultation with:

