Annex 1 – Checklist

This checklist serves as a guide for the project managers/coordinators to help remember the main steps which may be undertaken as part of a project to improve national asylum systems through digitalization. It is to be used in conjunction with the more detailed Toolkit.

- **STEP 0 – Read preparatory material**

    - Read UNHCR's Toolkit for Governments to Strengthen their Asylum Systems through digitalization in the Americas

    - Familiarize oneself with the documents listed in the Toolkit Introduction

    - Identify a Project Manager/Coordinator

- **STEP 1 – Initiate discussion with UNHCR and other stakeholders**

    - Bring to the attention of UNHCR the desire to make changes to the existing asylum system through digitalization and discuss available support and potential relevant stakeholders

- **STEP 2 – Map current procedures and system(s)**

    - Identify appropriate colleagues within the Government (Registration, RSD, ICT, etc.) to be involved in collecting details for the *Pre-assessment Questionnaire*

    - Jointly fill the *Pre-Assessment Questionnaire* (Annex 2) with UNHCR

    - Share final and approved version of the *Pre-Assessment Questionnaire* with UNHCR
    Include below documents with the Questionnaire (for each location where REG/RSD is taking place in the country):

        - Organigram

        - SOPs

        - Process flow

        - Data flow

    - Draft Process Flow of procedures

    - Draft Data Flow of system(s)

    - Draw layout of premises

- **STEP 3 – Conduct a capacity assessment/gaps analysis**

    - List identified procedures/systems gaps jointly with UNHCR

    - Consult asylum-seekers/refugees on perceived gaps in procedures and systems

- **STEP 4 – Define necessary adjustments, new procedures and system [system, data protection, documentation]**

    - Determine most viable technical solution (Enhance existing tool; New tool; implement UNHCR's tools)

    - Familiarize oneself with the national data protection, legal and regulatory framework relevant for the development of an asylum system/tool

    - Draft a Data Sharing Agreement with UNHCR if tool is to be made interoperable with UNHCR's PRIMES

    - Consider including asylum-seekers/refugees in national ID registry

- Consider best practices related to documentation

- Conduct Information campaign with relevant parties in relation to documentation where relevant

- Consider digital filing/recordkeeping to replace paper filing

- Draft Project Proposal/Workplan jointly with UNHCR to receive initial feedback and made necessary amendments

- **STEP 5 – Confirm the strategy for capacity and resources required**

  - Familiarize oneself with relevant global and regional platforms [ACSG, GRF, MIRPS, Quito]

  - Direct bilateral support from UNHCR

  - Support through global/regional platform (pledges)

  - Define specific role of UNHCR if government to government support is provided

  - Consider 'study visits' for government staff to other countries

- **STEP 6 –Develop a detailed Project Proposal/Workplan**

  - Draft a detailed Project Proposal/Workplan jointly with UNHCR and other stakeholders as relevant, with:

    - Governance arrangements

    - Objectives

    - Indicators

    - Timeline (including milestones/launch dates/regular planned meetings)

    - Provisional Budget [including staffing]

  - Ensure indicators are included in the Monitoring and Evaluation plan

  - Confirm source of funding with UNHCR

  - Confirm budget limitations with UNHCR (e.g date by which budget must be spent)

- **STEP 7 – Secure Project Proposal and UNHCR's support approval**

  - Jointly discuss Proposal with UNHCR and other relevant stakeholders to consider feedback

  - Ensure feedback is received from all government entities involved

  - Confirm budget approval by the identified funding source

  - Confirm official approval of the Project Proposal from the Government and UNHCR in writing.

- **STEP 8 – Mobilize resources [Procurement of goods, services, and human resources]**

  - Determine who will develop/enhance the system:

    - External Company (tendering process)

    - Consultant (UNHCR or Government HR recruitment)

    - Government ICT staff (Partnership Agreement)

    - UNHCR internal capacity (no external procedures needed)

  - Confirm list of items/services to be procured (as included in the budget)

  - Initiate procurement procedures, if applicable in liaising with UNHCR

- Confirm the recruitment methodology for Government staffing

- Draft Terms of References for each position to be created
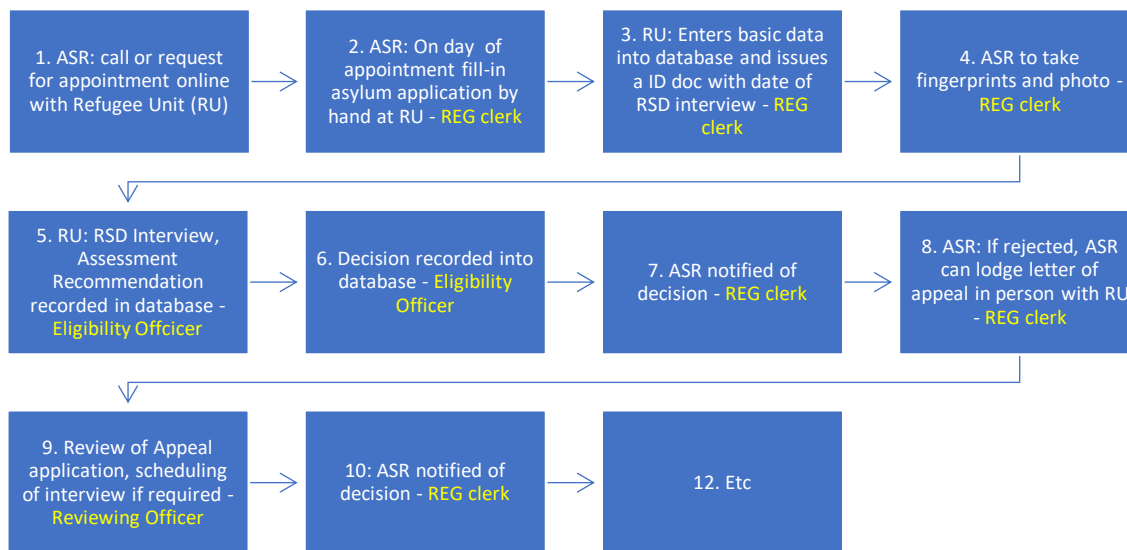
- Conduct Interview and selection process

- **STEP 9 – Implement and manage changes**

  - Provide business analysis support to the system developer, through ICT and/or UNHCR

    - Review system's infrastructure and application optimization

    - Review System installation and configuration

    - Review data clean-up and migration of legacy systems (e.g. Excel spreadsheet) where appropriate

    - Participate in the testing of the system

    - Participate in the user acceptance testing (end-users), including identification/fixing of bugs

  - Conduct a Data Protection Impact Assessment (DPIA) for the selected system jointly with UNHCR

  - Ensure transfer of ownership of the system source code to the Government

  - Remodel/build premises

  - Develop SOPs and technical guides (including Registration, RSD, system administrator)

  - Support with the creation of a communication strategy for all relevant stakeholders

  - Conduct relevant training on Registration/RSD procedures, systems, refugee law etc, as needed

  - Launch new/enhanced system and procedures

- **STEP 10 – Follow up on post-implementation support, as necessary**

  - Request post-implementation support as per agreement with UNHCR (directly or through service provider)

  - Request ICT care and maintenance (directly or through service provider)

  - Seek/Provide procedural support

  - Review of implemented procedures in view of unforeseen events

  - Conduct refresher training sessions

  - Conduct spot checks of system and/or shadow interviews/procedures

  - Implement phasing out agreement and end of post-implementation support as per agreement with UNHCR

  - Draft simple regular reports on the functioning of new procedures and system and the post-implementation support being provided

- **STEP 11 – Monitor and evaluate**

  - Monitor indicators through agreed periodic reviews, with the multi-functional team.

  - Conduct written reviews of the project.

  - Establish relevant indicators and monitor them yearly.

Annex 3 – Process Flow

The below sample table can be used to provide a detailed description of the overall process flow (below content serves only as an example). **All actors involved in each step should be included for a better understanding.**

1. ASR: call or request for appointment online with Refugee Unit (RU)	2. ASR: On day of appointment fill-in asylum application by hand at RU - REG clerk	3. RU: Enters basic data into database and issues a ID doc with date of RSD interview - REG clerk	4. ASR to take fingerprints and photo - REG clerk
5. RU: RSD Interview, Assessment Recommendation recorded in database - Eligibility Offcicer	6. Decision recorded into database - Eligibility Officer	7. ASR notified of decision - REG clerk	8. ASR: If rejected, ASR can lodge letter of appeal in person with RU - REG clerk
9. Review of Appeal application, scheduling of interview if required - Reviewing Officer	10: ASR notified of decision - REG clerk	12. Etc	

*To add more cells, copy/paste a cell within the main frame and the ladder will automatically expand to include the added cell.
ASR: Asylum-seeker; RU: Refugee Unit; REG: Registration.

The above process flow should be part of a more comprehensive *Word* document detailing the current government process in place, step by step in a simple yet detailed format:

Example:
Step 1:
- Asylum-seekers are required to book an appointment through the call center (number)/ or the online website (URL) to request a registration appointment. The personal information required is: Name, DOB, nationality, etc.
- An appointment slip is received via email, if PoCs have an email account. Otherwise, the reference number and the details of their appointment is given verbally through the phone and the PoCs are expected to take note and present it on the day of the interview.

Step 2:
- At the entrance to the Refugee Unit the security guards do a pre-screening, ask the purpose of the visit. PoCs are directed to the designated waiting area, based on nature of appointment.
- A Registration clerk conducts a face-to-face interview with the PoCs in which they are asked to confirm information already provided online as well as the reasons why they left their country of origin and came to country of asylum.
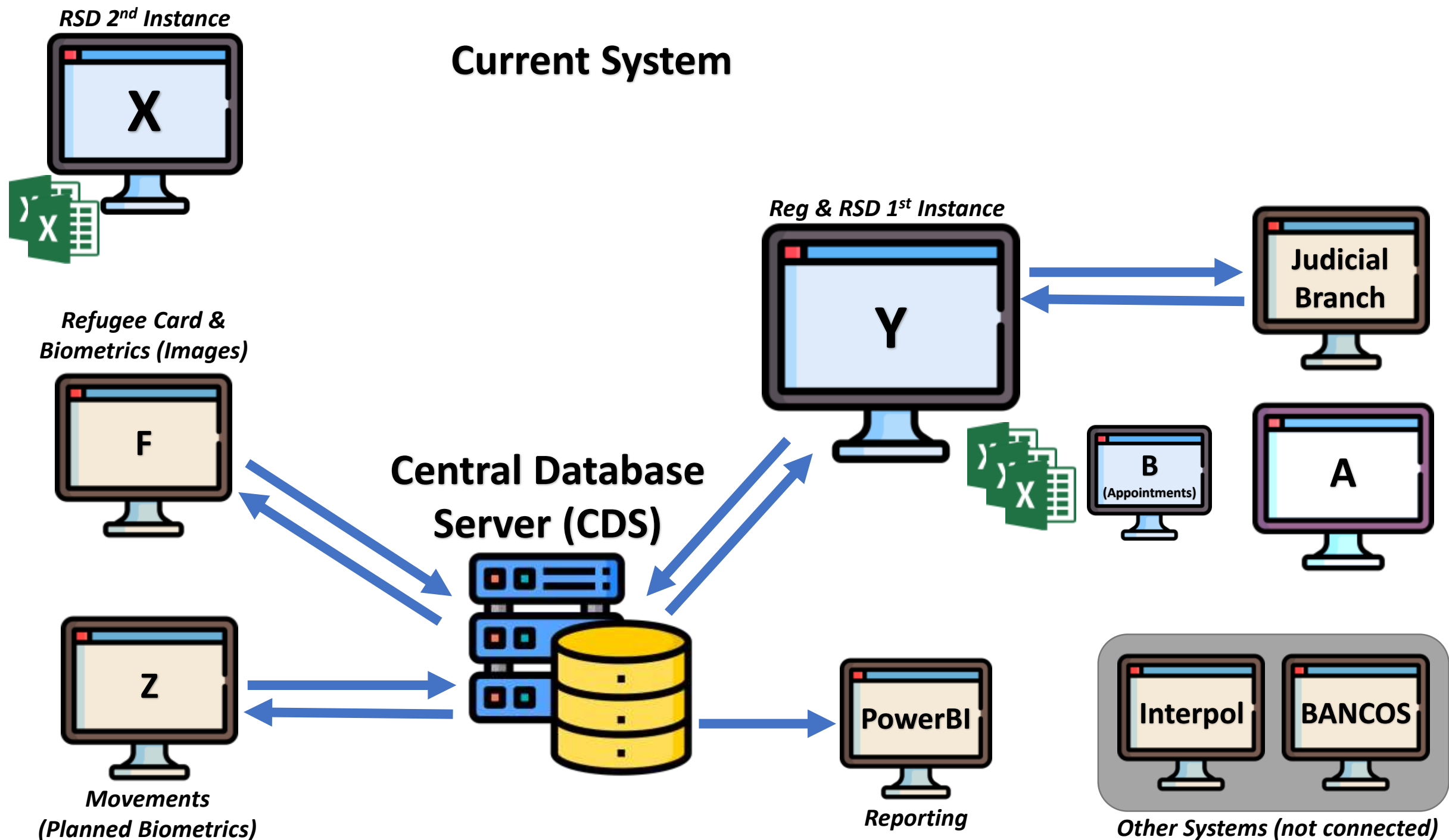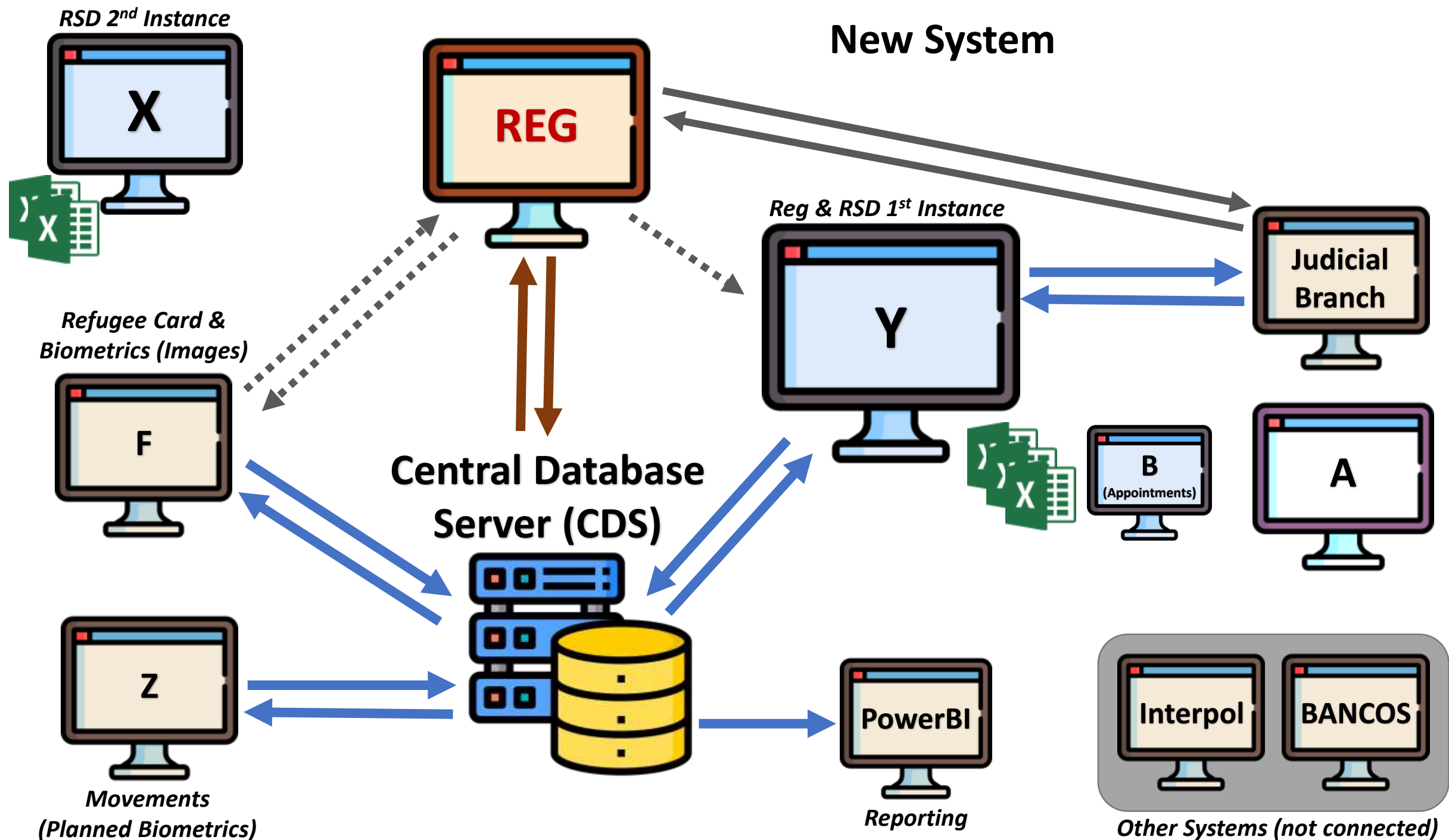- Etc.

Step 3:
Etc.

Important to note:
- ✓ Differences in process based on nationality of PoCs should be noted.
- ✓ What data is being collected at each step and how.
- ✓ Whether a document of any form is being collected/issued at any step (validity and rights it offers).
- ✓ What data is recorded in a physical file versus in a database and the storage details of the files.
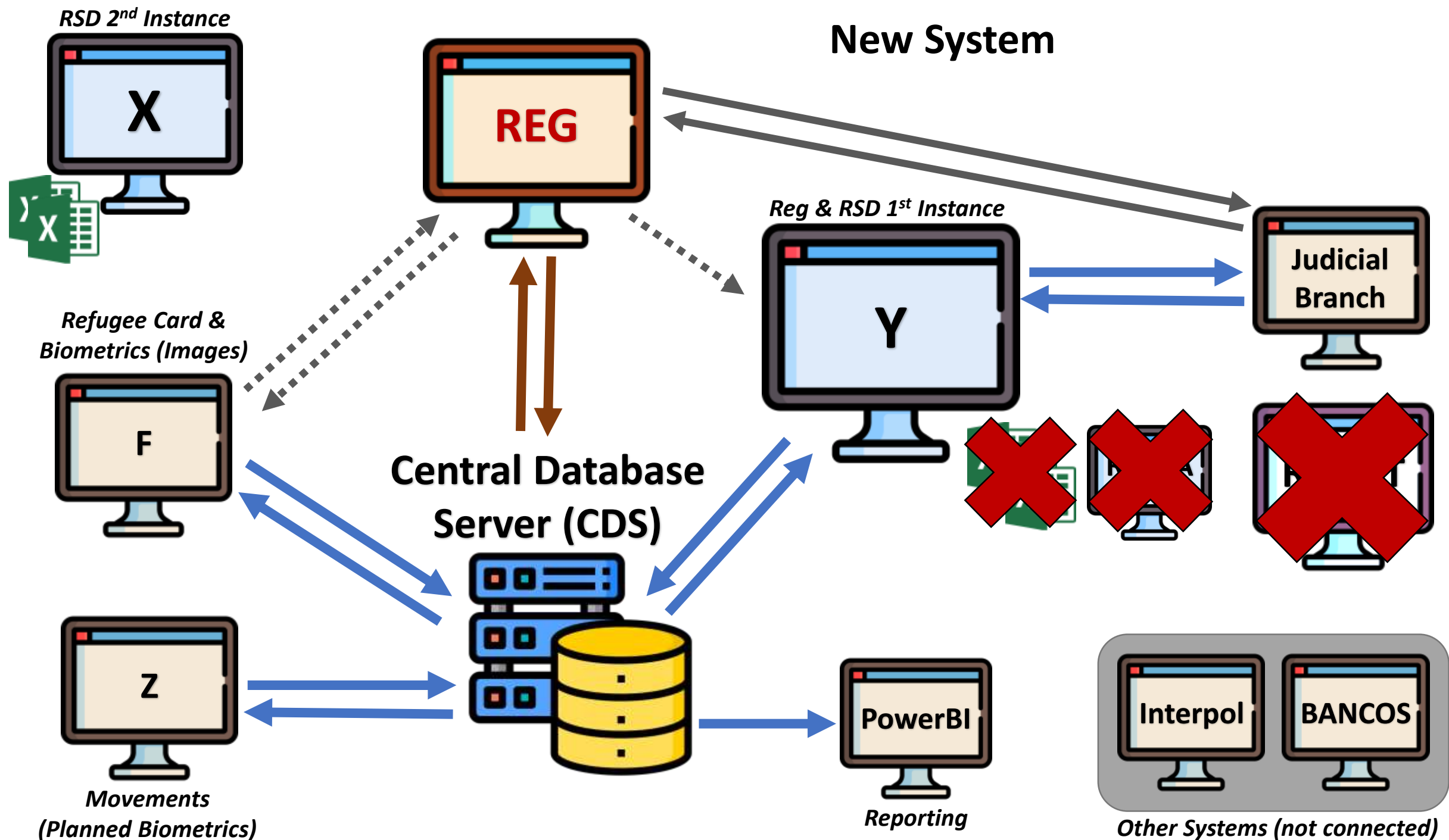
Annex 4 - Data flow

The following data flow can be used to provide an overview of how the data moves within one or multiple systems through the overall asylum process, to help formulate recommendations based on the current set up or identify possible gaps.

The content of the subsequent slides can be amended, and icons moved, duplicated, or deleted by simply clicking on each icon/text box.

Current System

RSD 2ⁿᵈ Instance

X

Refugee Card &
Biometrics (Images)

F

Movements
(Planned Biometrics)

Z

**Central Database
Server (CDS)**

Reg & RSD 1ˢᵗ Instance

Y

Judicial
Branch

B
(Appointments)

A

PowerBI

Reporting

Interpol   **BANCOS**

Other Systems (not connected)

New System

RSD 2nd Instance

X

REG

Reg & RSD 1st Instance

Y

Judicial Branch

Refugee Card & Biometrics (Images)

F

Central Database Server (CDS)

B (Appointments)

A

Z

PowerBI

Interpol

BANCOS

Movements (Planned Biometrics)

Reporting

Other Systems (not connected)

RSD 2ⁿᵈ Instance — **X**

New System

REG

Reg & RSD 1ˢᵗ Instance — **Y**

Judicial Branch

Refugee Card & Biometrics (Images) — **F**

Central Database Server (CDS)

Z — **Movements (Planned Biometrics)**

PowerBI — **Reporting**

Interpol — **BANCOS** — **Other Systems (not connected)**

ANNEX 5 – Example of Registration Center Site Plan Layout

The content of the subsequent slides can be amended, and icons moved, duplicated, or deleted by simply clicking on each icon/text box.
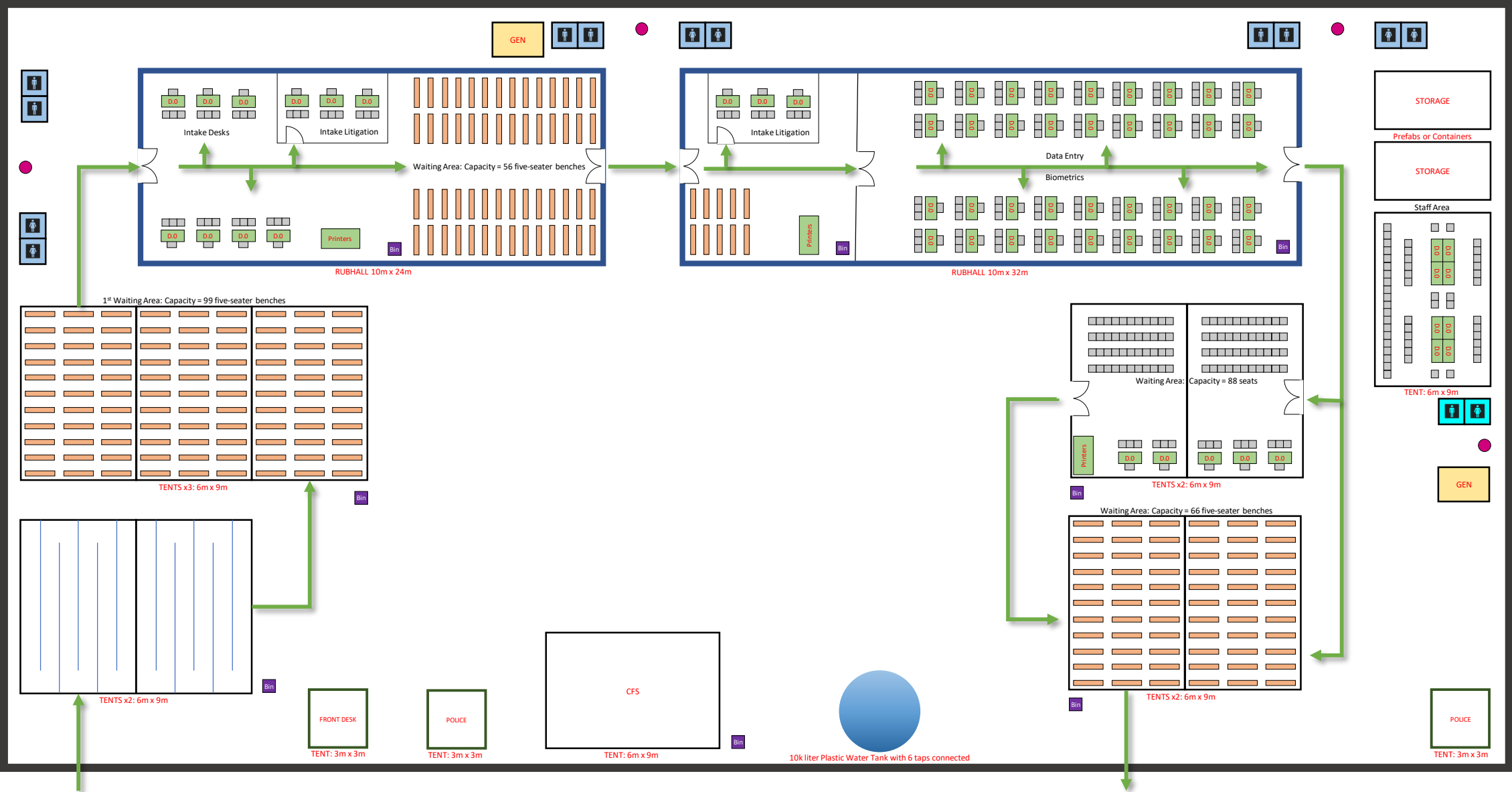
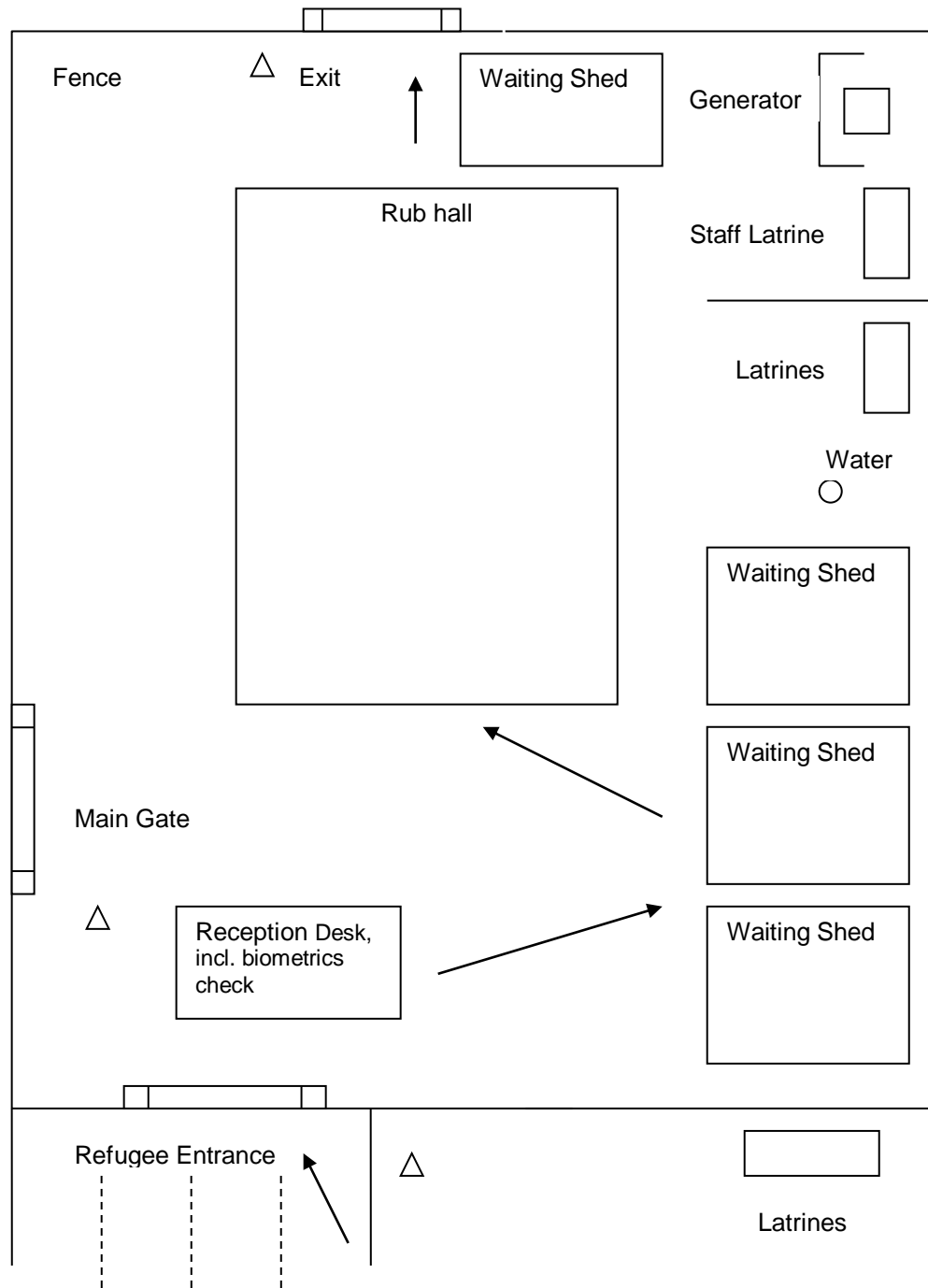## Annex 5: Example of Registration Site Layout

The chart below reflects a generic basic registration process flow to help visualize how asylum-seekers/refugees go through each step. The layout can be used and adapted to different context based on the needs, available facilities, and scale of the operation. The layout should ideally ensure that asylum-seekers/refugees can move in one single direction through the process.

Electronic data capture may be combined with the interview (Registration Process) or may need to be done separately by staff dedicated to this function.

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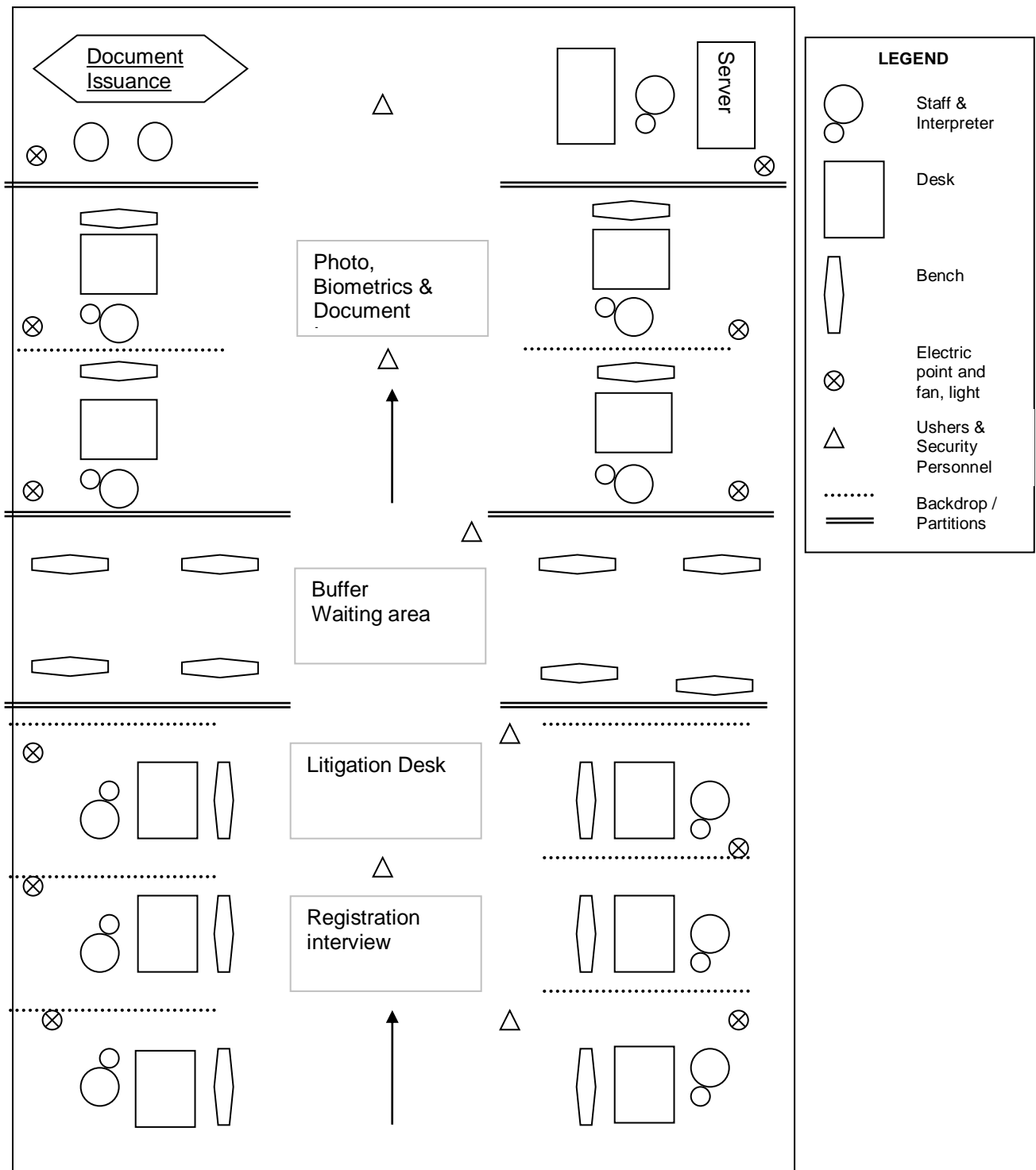
```
            ┌──────────────┐
            │   Entrance   │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐
            │  Reception   │
            │     Desk     │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐
            │ Waiting area │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐       ┌──────────────┐
            │ Registration │◄┄┄┄┄► │  Litigation  │
            │   Process    │       │     Desk     │
            └──────┬───────┘       └──────────────┘
                   │               ◄┄┄┄┄►
                   ▼
            ┌──────────────┐
            │  Electronic  │
            │ Data Capture │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐
            │   Document   │
            │   Issuance   │
            └──────┬───────┘
                   │
                   ▼
            ┌──────────────┐
            │     Exit     │
            └──────────────┘
```
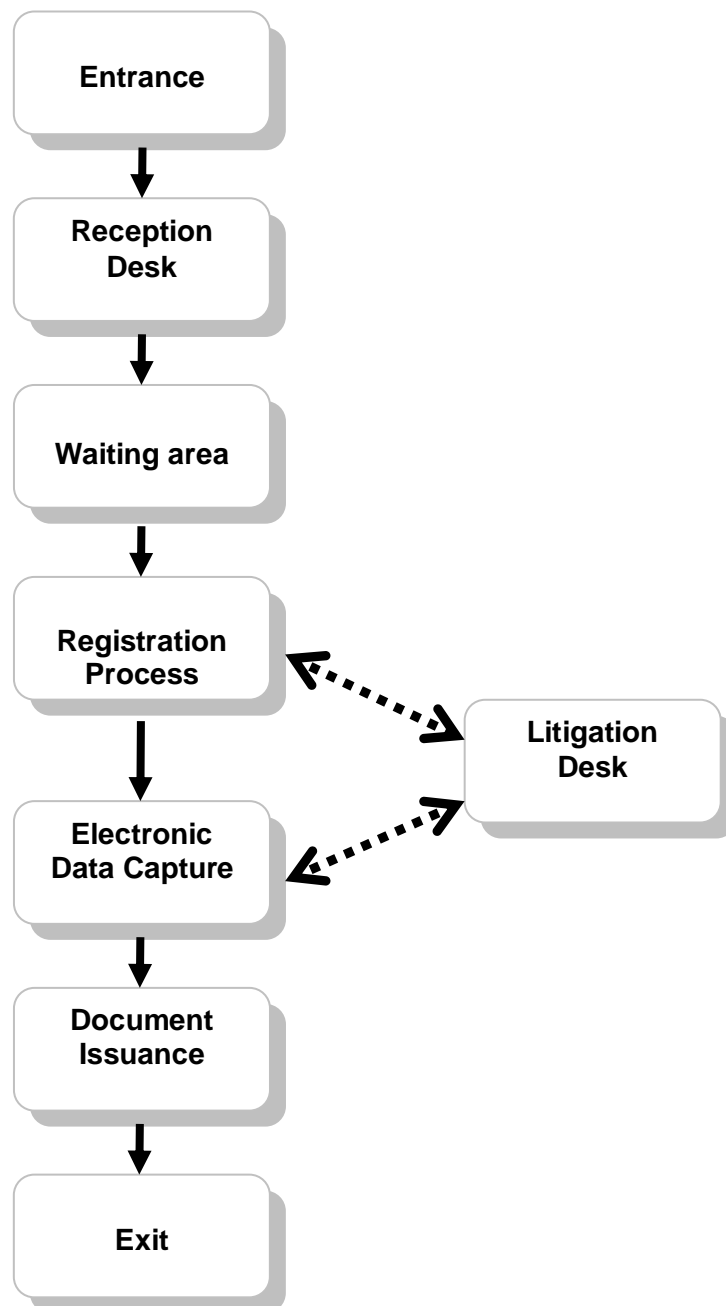
Typical Registration Site layout

Fence   △   Exit   ↑   Waiting Shed   Generator

Rub hall

Staff Latrine

Latrines

Water ○

Waiting Shed

Waiting Shed

Main Gate

△

Reception Desk, incl. biometrics check

Waiting Shed

Refugee Entrance

△

Latrines

Typical Rub Hall Layout within a Registration Site

Essentially the layout should achieve a straight line process.

LEGEND	
⬤	Staff & Interpreter
▭	Desk
⬯	Bench
⊗	Electric point and fan, light
△	Ushers & Security Personnel
....	Backdrop / Partitions
═══	Partitions

Document Issuance

Server

Photo, Biometrics & Document

Buffer Waiting area

Litigation Desk

Registration interview

Annex 6 – Common Gaps and Considerations/Functionalities to Close the Gaps

Below a non-exhaustive list of gaps which may be identified in an asylum system/process and some of the functionalities which could be proposed to close these gaps.

In our efforts to close any gap of an asylum system, it is indispensable to:

- **Invests in innovation** for longer term perspective on continuous improvement of systems
- **Consult relevant stakeholders** including asylum-seekers/refugees

Common Gaps	Considerations/Functionalities to close gaps
Overall Asylum Process	
● Inadequate legal framework	● Ensure the existence of a clear identified expert authority established by law with a mandate to process asylum applications for refugee status in first instance and an independent expert authority to review decisions in second instance. ● Advocate for revision of the National legal and policy framework and promote one that provides for international protection regime to be compliant with international standards.
● Inadequate contingency plan	● Ensure new procedures and systems include contingency plans (e.g. sudden increase of new arrivals)
● No/Inadequate Standard Operating Procedures (SOPs) in place	● Clear SOPs for all procedures involved within the asylum system are available for all staff and stakeholders involved, with accompanying training, including in times of emergencies e.g. prima facie recognitions. ● Definition of process workflow, including mandatory steps where applicable.
● Unclear processes and data flow	● Include clear mapping of procedures and data flow in SOPs.
● Slow, cumbersome process	●
● Lack of understanding of procedures by asylum-seekers/refugees/ lack of information sharing	● Provision of comprehensive information to asylum applicants on rights and obligations, as well as access to UNHCR and legal assistance [Media campaigns; meeting with communities; website, mass messages (SMS/Whatsapp/emails); newspaper; radio; etc. – Adapt communication medium based on context. Ensure the above are available in multiple relevant languages and are inclusive (gender and age appropriate).
● Lack of understanding of procedures by government authorities beyond the asylum sector alone, including access, reception, documentation, rights, etc.	● Provision of comprehensive information to relevant government authorities such as police, immigration, security, intelligence, and military personnel stationed at borders and elsewhere, as appropriate [Training, information material, SOPs, etc] ● Give relevant authorities access to the asylum system and procedures, as appropriate.
● Lack of/inadequate access to complaint mechanism	● Establish an effective complaint/feedback mechanism for asylum-seekers/refugees, staff and relevant stakeholders

	(e.g. legal community) to make complaints and give feedback on the asylum system.
	● Ensure existing entities, such as an ombudsman office, is known to asylum-seekers and refugees who can access them to lodge complaints.
Files/Filing System	
● Paper files	● Online self-/pre-registration system
	● Digital registration system where applications are recorded directly in the main asylum database or linked to it, if separated system.
	● Print only essential documents for filing, if mandated by law, and favour digital versions stored in secured systems with controlled access.
● No/Poor file tracking system	● An inventory of files should be created and regularly updated.
	● Implement international recordkeeping standards.
● Lack of/poor storage space meeting security and confidentiality standards	● Records that are closed and infrequently consulted may be sent for long term storage in suitable location where files are secured against theft, vandalism, fire, water damage and unauthorized access; in facilities not prone to flood; free of pests; with low direct light exposure and relatively stable temperature and humidity levels.
	● Records should be accessible only to authorized personnel when records are required.
	● Files must have a unique identifier number/code (e.g ID number given from the asylum database)
	● Folder title should be easy to read when they are put in boxes.
	● Folders should be numerically ordered in each box for easy retrieval.
	● Folders should be plain paper/card folders, without metal attachments.
Access to Asylum/Registration	
● Difficult access to asylum system	● Provision of asylum services online (or self-service kiosks in convenient locations for those without access to internet) [e.g appointment bookings, update of contact details, status update, etc] which can help reduce backlog and free staff.
	● Proof of asylum application to be issued, including the possibility to print own document online – to avoid asylum-seekers having to travel long distances.
	● Kiosks available at different locations where government offices are unavailable, or asylum-seekers/refugees do not have internet access.
	● Decentralized asylum system with multiple access points.

	● Government mobile registration exercises in remote areas.
	● Notification of appointments or changes in appointments made possible online.
	● Proof of asylum application to be available for asylum-seekers, including the possibility to print own document online – to prevent arrest/abuse until decision is render.
	● All, including minor children and women, should have the ability to lodge an individual asylum application, with protection considerations and a referral system in place.
	● Asylum-seekers should be able to lodge their application claim in the language they are most comfortable in, which implies availability of interpreters without delays (to consider online platform) and online system available in multiple languages.
Registration Procedures:	
● No or inadequate registration interviews	● Introduce registration interview allowing Government to best manage asylum cases (prioritization of cases and differentiated RSD case processing modalities) and reduce RSD backlog [Front-loading information gathering and triaging cases at registration level]
	● Implement differentiated RSD case processing modalities (e.g. merged REG/RSD, group recognition, simplified RSD, accelerated RSD, etc.) for a triage of cases early on and more efficient procedures.
	● Ensure reasons for flight are gathered during registration so information can be used for differentiated RSD processing and reduce backlog.
● Inadequate/lengthy registration procedures	● Simplify forms and procedures.
	● Standardize registration data fields, including definition of mandatory fields based on operational and statistical needs.
	● Ensure unique individual and group numbering.
	● Include photograph and biometric functionality.
	● Introduce an identification or deduplication function by biometric search or at the very least name/data field.
	● Implement procedures on litigation, including multiple registration.
	● Implement procedures on accurate data entry, including updating identity data/continuous registration.
	● Include process status fields which indicate the status of a case/individual in the asylum process.
	● Include legal status fields which indicate the legal status of a case/individual within the asylum process.
	● Include fields to record protection and other vulnerabilities and a referral mechanism.

	● Integrate a scheduling tool within the system which includes an automatic notification of appointments or changes in appointments etc.
	● Include a grouping feature (individuals can be linked to other related individuals, and family grouping allowed) to ascertain family composition and ensure family unity.
● Multiple data entry/registration at different stages of the overall asylum process (in different systems, spread sheets, etc) leading to inefficiency, duplication, and possible fraud.	● Improve/develop database that is interoperable with other internal systems (e.g. immigration, police, national civil registry, etc) so that data should only be recorded once and made available to other authorized users from different departments.
	● Develop interoperability with non-Government tools (e.g. UNHCR's PRIMES).
● Lengthy waiting times between various steps of procedures (e.g. between registration and first instance interview)	● Targeted questions to identity profiles to enable differentiated processing at REG/RSD, without enabling discrimination
● No prioritization mechanism for applicants with Specific Needs	● Systems of identification and recording of specific needs are in place, ensuing the most vulnerable are prioritized
● No referral mechanism for colleagues within same unit or others outside refugee unit to follow up	● Automatic notifications of referrals to colleagues
● Outdated data	● Include provisions for continuous registration
Resources/Infrastructure	
● Unmet staffing needs	● Promote the strengthening of administrative/HR aspects of the asylum system to reach a sustainable model.
	● Promote flexible staffing resources which include contingency planning measures to quickly upscale/downscale staffing, such as temporary staffing arrangements to address new situations.
	● Ensure staff of Asylum authority has required qualifications, is adequately trained, and is supervised appropriately.
	● Ensure all staff know their role, responsibility, and authority, and perform their role with integrity.
	● Implement an effective performance management system.
● Unmet/unsuitable resource needs for adequate and efficient procedures (e.g material, equipment, infrastructure: lack of space for waiting room, toilets, water, child friendly space, dedicated interview rooms meeting comfort, security (screening, security guards, etc), confidentiality standards, etc)	● Include these important needs in the budget, as required
RSD Procedures	
● Lack of due process in current system	● Review the legal or procedural framework to allow for additional due process guarantees.

Due process requirements: Non-discriminatory access to procedure • Access to information about the procedure • Right to be heard • Availability of competent interpreters • Freedom from bias • Right to legal representation • Right to notice of decision • Right to appeal • Right to remain	● Establish an appeal authority independent of first instance decision-making. ● Ensure asylum-seekers have access to information, interpreters, and legal assistance throughout the asylum process. ● Ensure systems, safeguards and support services are in place for individuals with specific needs. ● Ensure provisions for continuous training and professional development of decision-makers and interpreters. ● Select professional RSD decision-makers with necessary qualifications to be in place. ● Ensure the usage of independent and reliable Country of Origin (COI) in RSD assessments, including through establishing COI units.
● Lack of efficiency in current system	● Decentralize the decision-making authority rather than having a highly centralized one. Find a balance in between. ● Ensure Committee decision-makers with the required expertise are as efficient as individual decision-makers and promote an individual decision-making model. ● Implement efficient scheduling protocols, case tracking protocols and clear case processing deadlines that reduce backlog at different stages of the RSD process. ● Implement differentiated case processing modalities, such as simplified or group decision-making. ● Automate notification of decision for asylum-seekers and refugees.
● Integrity challenges	● Ensure appropriate and continuous training is conducted. ● Promote the separation of functions to minimize opportunities for fraud or corruption. ● Ensure quality control mechanisms are in place to ensure appropriate oversight (within and outside the database). ● Encourage legal representation to allow for issues in the process to be raised/addressed. ● Develop oversight structures to ensure staff perform their role efficiently and fully and where necessary, develop tools (SOPs, checklists etc.) to enable staff to perform their role effectively. ● Invest in innovative technologies or tools to monitor system and processes. ● Put in place evaluation mechanisms to assess the impact of changes. ● Encourage participation and engagement from civil society and beneficiaries.
Quality of Data	

● Unavailable or inadequate quality of data	● Record standard data fields to ensure enough data is collected allowing for comprehensive case management and informative reporting capability. ● Train selected staff on regular data monitoring procedures. ● Develop data quality reports. ● Establish data monitoring and correction protocols as part of the SOPs. ● Include built-in validation or quality assurance systems to ensure harmonization of data entry and limitation of errors.
● Obsolete data in current database/spreadsheet	● Migrate existing data to new database if the quality of data meets minimum quality threshold.
Systems	
● Insufficient Data Security	● Review existing access rights including ability to restrict access to sensitive information, including protection needs and referrals. ● Develop new software containing personal data 'privacy by design' (from the outset and throughout the lifecycle of the system. e.g., user consent, authentication, encryption, tamper-proof audit logs, and authorization). ● Include a user management mechanism. ● Include built-in validation or quality assurance systems. ● Include audit functionality, specifically in relation to recording data changes. ● Ensure offline data nodes enable local encryption. ● Ensure data exchanged over public internet is encrypted. ● Include anti-fraud measures are included in the procedures and system, based on context-specific internal (fraud committed by staff) and external risks (fraud committed by asylum-seekers/refugees). For the latter, UNHCR can support to assess the risks and serve as the basis for a similar tool to support governments in their fraud mitigation efforts. ● Ensure anti-fraud mechanisms are built into the design and development of software applications, including for example validation rules, user authentication, user management, audit logs and data security modelling. ● Consider the establishment of an anti-fraud panel and auditing mechanisms. ● Consider the establishment of complaints mechanisms and highlighting their existence and purpose in information campaigns for asylum seekers and refugees. ● Encourage engagement and collaboration with relevant anti-corruption institutions, policies, and related initiatives of the Government.

● Complex and inefficient system	● Ensure user interface and business workflows encourage good data entry practices, validation, and quality assurance functionalities, and to improve user experience. ● Ensure system is responsive, intuitive, and user-friendly to encourage usage.
● Software and/or hardware limited capacity	● Develop a software which can be upscaled both in terms of volume of data as well as number of concurrent users, particularly in contexts where sudden or emergency influxes occur. ● Develop a software platform which has sufficient flexibility to adapt to changing business processes and future enhancement requests within the maintenance of the system. ● Ensure the hardware has the capacity to support the software, including provision of laptops, desktops, server machines. In some instances, only certain government-grade specifications of hardware can be used by government users and should be taken into consideration.
● No unified digital Biometric system	● Implement biometrics system (fingerprints/iris).
● No proper reporting functions	● Develop simple but detailed reporting functions within the system capturing basic needed indicators (e.g. # registered individuals/cases; #new registration; # RSD decision 1st/2nd instances; time between steps of the process; breakdown by Country of Origin, age, sex, status, Specific Needs, etc, as per Government needs).
Documentation	
● Lack of or inadequate ID document provided to asylum-seekers/refugees	● Ensure every asylum-seeker and refugee is individually documented. ● Consider asylum-seekers and refugees ID document to be issued by the national ID registry of the State, or a body interoperable with the ID registry. ● If documentation is issued by the asylum authorities, develop the functionality within the asylum system itself. ● Consider online Self-renewal functionality. ● Documentation to be as similar as possible (in form and content) to that issued to nationals and other resident foreigners. ● Consider QR codes on ID documentation rather than expiration date allowing for remote updates, ensuring asylum-seekers and refugees are duly informed of any changes done to their case/status; or at least recommend extended validity of document (multiple years). ● Ensure verification of identity step prior to the issuance of ID documentation
Monitoring and Evaluation	
● Lack of regular existing monitoring and evaluation of the procedures and system in place	● Conduct an evaluation of the new procedures and system to ensure that changes have positive impact.

	● Ensure safeguards and quality assurance measures are in place to measure the impact of new innovations and adaptations.
	● Report on indicators at least once per year.

Annex 7 – Global and Regional platforms

Asylum Capacity Support Group (ACSG): The Global Compact on Refugees created the Asylum Capacity Support Group (ACSG) (launched in 2019) to assist and advise states in effectively addressing gaps in asylum capacity and facilitate global-level discussions and exchanges on strengthening asylum systems. The ACSG acts as a framework to match policy pledges made by States to improve their asylum systems with offers of technical, material, and financial support from States and/or other stakeholders and showcases good practices and tools on asylum capacity through its online portal as well as to try to mobilize asylum capacity support in response to identified needs. As part of its latest initiative, the ACSG has established a virtual dialogue platform for national asylum authorities, intergovernmental and regional organizations, civil society organizations, UNHCR and other experts to collaborate, actively participate in discussions and encourage more offers of asylum capacity support. The platform will consist of regular global meetings and thematic events focused on prioritized aspects of asylum capacity.

Global Refugee Forum (GRF): Where States and various actors come together every four years (the first having taken place in December 2019) to share good practices and contribute, through pledges, financial support, technical expertise and policy changes to help reach the goals of the Global Compact on Refugees (GCR), under which UNHCR pledged resources and expertise to continue strengthening national asylum capacity as well as to strengthen the capacity of national civil registries to facilitate timely access by persons of concern to civil and birth registration and documentation, including through digital technology and to promote the inclusion of persons of concern within national ID systems, according to international legal and protection standards.

Comprehensive Regional Protection and Solutions Framework (CRRF) - *Marco Integral Regional para la Protección y Soluciones* **(MIRPS):** States of Central America and Mexico came together through the Global Refugee Forum of 2019 to leverage and strengthen the national asylum systems of countries through bilateral cooperation and peer learning. It provides guidance and technical support to governments for the implementation of their national action plans and commitments made through the Global Compact on Refugees (GCR) in response to forced displacement and to mobilize resources to do so.

Quito Process: Intergovernmental technical space for the development of proposals, the exchange of best practices and the monitoring of shared problems with a view to promoting a coordinated regional response to the Venezuelan Refugees and Migrants crisis led by a Plan of Action and a Road Map to facilitate integration in the region of refugees/migrants from Venezuela. The strengthening of asylum capacities is one of the prioritized themes adopted.

Annex 8 – Examples of Indicators

The below indicators serve as examples and governments, with the support from UNHCR, may elect different ones, based on specific context.

Example Indicators	Notes
# of government staff trained on registration and Identity Management procedures	
# of government officials trained on refugee status determination	
# of government officials trained on Data Protection	
# of ICT equipment put in place (computers, devices)	
File inventory completed (Yes/No)	
# of files digitized	
% of files with a unique ID number	
Filing storage capacity improved	Can be a scale of 1-3 or 1-5 based on context-specific criteria
A scheduling tool is in place allowing automatic notification of appointments/changes in appointments to asylum-seekers and refugees	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Average processing time (in days) from registration to first instance asylum decision notification	
# of asylum-seekers registered on an individual basis with minimum set of data required	
% of registered asylum-seekers 5 years old and above who are biometrically enrolled	
Average # of days from reception to registration	
Average # of days from 1st instance rejection to final decision	
Asylum-seekers and refugees are individually documented	
RSD capacity development plan in place (yes/no)	
RSD quality assurance measures in place	Can be a scale of 1-3 or 1-5 based on context-specific criteria
# of asylum claims in backlog from previous year	
Data quality monitoring and reporting systems are in place	
Asylum-seekers can lodge an asylum claim in the language they are most comfortable in	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Legal framework for asylum in place and consistent with the 1951 Convention	Can be a scale of 1-3 or 1-5 based on context-specific criteria
An Asylum authority is established by law to process asylum applications	

Independent expert authority established to review second instance decisions	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Registration SOPs are established, and include the overall integrity, accountability, and quality of registration records	Can be a scale of 1-3 or 1-5 based on context-specific criteria
RSD SOPs are established, and include first and second instance decisions	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Online or mobile asylum services or self/pre-registration system is in place	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Specific needs are identified cand recorded throughout the asylum process	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Automated Referral mechanism is in place for those with identified Specific needs (yes/no)	
Differentiated RSD procedures are in place (yes/no)	
Asylum-seekers have access to legal representation in relation to status determination (yes/no)	
Asylum system is interoperable with PRIMES (yes/no)	
Asylum system is interoperable with the Immigration/Civil Registry/Police system (yes/no)	
Anti-fraud mechanisms are in place	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Complaint mechanisms are in place	Can be a scale of 1-3 or 1-5 based on context-specific criteria
Litigation procedures are in place	Can be a scale of 1-3 or 1-5 based on context-specific criteria