

How to use the poster *Steps in the asylum procedure*

The EUAA developed a dedicated **toolbox for access to the asylum procedure** according to the communication methodology of the Let's Speak Asylum project. This project aims to support authorities in their duty to provide information to applicants for international protection. The toolbox includes:

- a **practical guide** for first-contact and registration officials (*Practical Guide on Information Provision – Access to the asylum procedure*).
- an **animated slide presentation** for the first contact with the applicants for international protection (*What you need to know about the first steps of the asylum procedure*).
- a **brochure for providing information to applicants for international protection at the registration / lodging stage** (*What you need to know about access to the asylum procedure*).
- a **poster on self-identification of vulnerabilities and special needs**.
- a **poster on international protection**.

The materials are already available in several languages. The EUAA will continue uploading translations to the Let's Speak Asylum Portal of the non-EU languages most commonly spoken by applicants for international protection.

The materials complement each other. They use simple and easy-to-understand text supported by self-explanatory visuals to support the understanding of the key messages, including applicants that are less literate. These tools have been tested and piloted with applicants for international protection to ensure this.

Purpose of the poster

- The purpose of the poster is to visualise and explain the steps in the asylum procedure.
- The use of easy-to-understand illustrations aims to support the understanding of the message by less literate applicants and children.





When and with whom to use the poster

The poster can be used in waiting areas of the national registration and asylum authorities as well as to support information provision sessions.

How to use the poster

The poster should be displayed in the main languages of the applicants in accessible locations.

When hanging the poster, please consider:

- The posters will be effective if placed in areas where people are expected to wait, and have time to read the poster in full.
- Make sure that audience can easily see the information in the poster by placing it at eye-level.
- The chosen format of the poster should be considered depending on the location. For example, A0 is more suitable for outdoor spaces, and A1 for rooms where the space is limited.
- When using the poster during the information provision sessions, the authorities are encouraged to provide additional explanation reflecting the national context. This can include information about the timeframes, name(s) of the responsible authority, contact details, etc.

Please contact the EUAA Asylum Processes Sector Asylum Processes asylum.processes@euaa.europa.eu for additional information and support.

