

ACCESSING COUNTRY OF ORIGIN INFORMATION

This instruction outlines how all Case Owners and caseworkers should access country information when handling asylum claims.

To obtain information relevant to an asylum claim, Case Owners or caseworkers should, in the first instance, read the Country of Origin Information Reports, Country of Origin Bulletins and Country of Origin Key Documents produced by the Country of Origin Information Service (COIS). Only after these sources and any hard copy material have been examined may it be appropriate to consult a Senior Caseworker. This course of action should only be taken where the information required is deemed essential to the consideration of a claim and worthy of possible delays and resource implications.

The Senior Caseworker should only be consulted after checking all the available material on the Knowledge Base and in hard copies.

Approaching Country Specific Asylum Policy Team (CSAPT) or the Country of Origin Information Service (COIS) direct should not be done routinely. The Senior Caseworker acts as a filter for enquiries to COIS/CSAPT. The Senior Caseworker may be aware of similar enquiries and will be able to help with assessing whether the information is really needed in order to take a decision on the case.

The Senior Caseworker may decide that it is necessary to refer to the appropriate COIS Country Officer for further information or he/she may tell the Case Owner or caseworker to do so. Such contact should normally be by e-mail, on file or by completing a proforma.

Decision makers are reminded that they should consult the Guide to COIS Service Contact List, Guide to Country of Origin Information and the Guide to SCW Country Allocation, to establish the appropriate point of contact.

Document Control

Change Record

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1.0	MO	22/02/07	Re-formatted to new website format