

LANGUAGE ANALYSIS

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1. Introduction

This instruction is intended for the sight of officers involved in the asylum screening process, and in the substantive interview, decision and appeal stages.

It details which cases may be appropriate for language analysis; how language analysis should be arranged; and how to handle language analysis issues during substantive asylum interviews, refusal letters and during any appeal.

Actions are common to all officers in all units, except where specified.

This instruction should be read in conjunction with '*Cases Where There Is An Issue Relating To The Applicant's Nationality*' and '*Presenting Cases Where It Appears The Applicant Is Removable To More Than One Country/Territory*'.

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1.1 Application of this instruction in respect of children and those with children

Section 55 of the Borders, Citizenship and Immigration Act 2009 requires the UK Border Agency to carry out its existing functions in a way that takes into account the need to safeguard and promote the welfare of children in the UK. It does not impose any new functions, or override existing functions.

Officers must not apply the actions set out in this instruction either to children or to those with children without having due regard to Section 55. The UK Border Agency instruction '*Arrangements to Safeguard and Promote Children's Welfare in the United Kingdom Border Agency*' sets out the key principles to take into account in all Agency activities.

Our statutory duty to children includes the need to demonstrate:

- Fair treatment which meets the same standard a British child would receive;
- The child's interests being made a primary, although not the only consideration;
- No discrimination of any kind;
- Asylum applications are dealt with in a timely fashion;
- Identification of those that might be at risk from harm.

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2. Background

2.1 Language Analysis – Purpose

Intelligence and CID data reports indicate that there may be a significant percentage of asylum applicants claiming to be a nationality which is different to their true nationality, in order to further their asylum claim and/or to frustrate removal action in the event that their asylum claim is refused. Direct language analysis is a process intended to help address this abuse.

The purpose of language analysis in all cases is to:

- Assist in identifying whether an asylum applicant is from their claimed country of nationality in cases of doubt;
- Deter individuals from making fraudulent claims purely because particular countries give rise to a high grant rate of asylum and humanitarian protection.

2.1.1 Starting the Process

If the asylum application is made at an ASU, then the ASU officers may start the language analysis process.

For applications at ports or at Local Enforcement Offices/Local Immigration Teams (LEOs/LITs), and for cases where ASUs have not taken language analysis action, the regional asylum team may start the process. (See [5. Preliminary Considerations & Compliance With Process](#) in this instruction.)

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2.2 Sprakab – The UK Border Agency’s Current Language Analysts

The direct analyses are conducted by Sprakab, a privately owned external contractor based in Sweden. Language analysis is its main area of speciality.

The direct analyses are carried out during office hours, and are completed at Sprakab’s office in Sweden. Recordings of the direct analysis interviews are stored by Sprakab for 5 years and then destroyed.

2.2.1 Sprakab’s Credentials

Linguists working at Sprakab have the equivalent of a master’s degree in either linguistics or phonetics. Some linguists and phoneticians have doctorates in semantics and forensic phonetics. Sprakab’s phoneticians belong to the International Association for Forensic Phonetics and Acoustics (IAFPA).

Language analysts have linguistics backgrounds and experience in dialectology. They are tested prior to joining Sprakab and routine spot checks are conducted to assure quality.

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3. Suitability Criteria for Direct Language Analysis

Direct language analysis is routinely permitted for the following types of nationalities but only when there is no Eurodac hit:

- Somali;
- Afghan;
- Kuwaiti;
- Palestinian.

Other nationalities can be language assessed, but only if it is strongly suspected the applicant has claimed in a false identity and there is no Eurodac hit. Examples of when an applicant might provoke strong suspicions are:

- Provides contradicting documentation, statements or other evidence;
- Is unable to speak the primary language or speaks a language inconsistent with their claimed nationality;
- Has a lack of knowledge regarding their claimed nationality which is inconsistent with their level of education, profession, and what they might reasonably be expected to know (e.g. unable to name landmarks or villages/towns near their home, etc.).

3.1 Children

Unaccompanied children over the age of twelve can undergo direct language analysis. It is important that officers take all reasonable measures to ensure comprehension of the process to all children or young adults to whom language analysis applies. See also [1.1 Application of this instruction in respect of children and those with children](#).

3.1.1 Children with Eurodac Matches

Children whose fingerprints are matched under category 2 of the Eurodac system should still undergo language analysis, because unaccompanied children cannot generally be removed under the Dublin Regulation unless they have claimed asylum in one of the Member States (a category 1 Eurodac match).

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4. How the Direct Analysis Works

4.1 Outline Process – Interview and Report

- There is a telephone interview between the asylum applicant and the Sprakab analyst (who will speak the language to be analysed at mother-tongue level). This is recorded by Sprakab, and usually lasts 20-30 minutes;
- The applicant is asked a variety of questions, limited to obtaining information appropriate for the language analysis. This will include information relating to linguistic and geographic information, as well as specific knowledge of the applicant's supposed country or region of origin;
- A preliminary result will be communicated to UKBA around 15 minutes after the end of the interview;
- A more detailed analysis will then be conducted by the analyst, taking fully into account phonological, morphological and lexical phenomena;
- If the analyst judges that the asylum seeker does not speak in a manner consistent with the area from which they claim to originate, the case will be sent to a second analyst with a background from the area which the asylum seeker is suspected to originate;
- A language analysis report will be produced by a linguist working alongside the analyst;
- Sprakab will produce the language analysis report (translated into English), a company profile document, a pro forma detailing the analyst/linguist's credentials (for security reasons, only their number code will be revealed) and two CD copies of the interview. For security purposes, the analyst's voice will be altered on the CD, and they will be identified in the written material by ID code rather than by name;
- All of this information is usually provided to UKBA within 72 hours of the language analysis interview.

See also [Annex C – Language Analysis Process Map](#).

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5. Preliminary Considerations & Compliance With Process

5.1 Preliminary Considerations

5.1.1 Initial Checks

- Ensure that standard actions have been taken in respect of recording identity, taking fingerprints, conducting security checks, CID actions, screening, file creation, etc.;
- If at this point information comes to light indicating that other action is appropriate to conclude or advance the application (for instance, evidence of a Eurodac hit or of multiple applications where the other identity is concrete), take appropriate action, discussing with a senior caseworker or CIO in any case of doubt;
- Ensure that the [Suitability Criteria for Direct Language Analysis](#) are met, including where relevant the criteria for unaccompanied asylum seeking children (UASCs).

5.1.2 Approval for Language Analysis

- Obtain approval for language analysis from a senior caseworker (regional asylum teams only).

5.1.3 Timing of Language Analysis and Asylum Interviews

Language analysis should ideally be arranged for screening, for the First Reporting Event (FRE) or otherwise before the substantive interview. However, this may not be possible if the language analysis is being conducted only because of nationality doubts emerging in the substantive interview. In such cases (where the applicant has undergone language analysis post substantive interview), it may be necessary to conduct a further asylum interview, in order to put any issues arising to the applicant.

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5.2 Compliance with the Language Analysis Process

Before booking an interview with Sprakab, officers must gather basic information to inform language analysis and establish compliance with the process, by taking the following actions:

- Fully complete the Direct Analysis (DA) SEF (ASL.3386), obtaining information about the applicant's language and country of origin. Attach the completed form to the HO File;
- Read the explanation contained on the Direct Analysis Form (DAF, ASL.3384) through a HO interpreter, to the applicant;
- Answer any questions regarding the process where reasonable and necessary;
- If the applicant has a legal representative (either present or available via telephone), give the applicant an opportunity to discuss the matter in private with them.

5.2.1 Unaccompanied Asylum Seeking Children – Responsible Adults

Additional compliance and safeguarding measures must be taken in respect of applying language analysis to unaccompanied asylum seeking children (UASCs):

- If the applicant is an unaccompanied asylum seeking child (UASC), ensure that a responsible adult is present. Inform the responsible adult that they may remain present throughout the whole process;
- Give the child the opportunity to speak to the responsible adult, subject to the responsible adult being told that their role is not to offer advice to the child in respect of

consenting or not consenting to language analysis, or in respect of any other legal matter;

- At this – and at every other encounter throughout the end to end process – record (on the file minute and CID notes) the name and claimed relationship of the responsible adult present (for example: uncle, social worker, etc.). If the relationship is unclear, or if there are significant changes of responsible adult throughout the life of the claim such that concerns arise, it may be appropriate to refer the child to social services or even the police (taking advice from a senior caseworker if appropriate). For further information, please see the instruction on Child Asylum Applications. See also [1.1 Application of this instruction in respect of children and those with children](#).

5.2.2 Applicant Refuses to Conduct or Complete a Direct Analysis Interview

Failure to comply with language analysis by applicants may constitute behaviour which is designed or, is likely, to conceal information or obstruct the handling or resolution of the claim, under section 8(1) of the Asylum and Immigration (Treatment of Claimants, etc) Act 2004. However, applicants must be afforded an opportunity to explain their behaviour.

If the applicant refuses the language analysis interview, fails to complete the interview or fails to respond to questions asked by the analyst and does not have a reasonable explanation for doing so the following actions must be taken:

- Document the refusal to comply with the language analysis process on Part B ('Applicant's Acknowledgement') of the DAF (ASL.3384);
- Ask the applicant to sign the form confirming that they do not wish to participate. If the applicant refuses to sign the DAF (ASL.3384), their reasons for not doing so must be recorded on the form. This information should then be considered at the substantive interview and the RFRL, if the case falls for refusal.

5.2.3 Medical Grounds Raised for Not Completing the Direct Analysis Interview

Medical grounds will only be regarded as a valid reason for failing to participate in language analysis if they impinge on the applicant's ability to talk clearly.

- If an applicant raises medical reasons for refusing to participate, the decision on how to proceed must be taken by a Chief Immigration Officer (CIO) (if raised at the ASU) or a officer;
- If the CIO or officer accepts the explanation for the applicant's failure to participate, this should be noted clearly on the DAF (ASL.3384);
- If the CIO or officer decides that the circumstances do not warrant the cancellation of the direct analysis interview, this should be explained to the applicant. If the applicant does not wish to proceed then they should be asked to sign the DAF (ASL.3384 as per the guidance in [5.3.1 Applicant Refuses to Conduct or Complete a Direct Analysis Interview](#).

5.2.4 Handling the Direct Analysis Form (DAF, ASL.3384)

Regardless of whether an applicant has complied with the LA process, officers must take the following actions:

- Place one copy of the DAF on the HO file (for accurate record of events, and to inform and substantiate any later substantive asylum interview or RFRL, if the claim is refused);
- Hand another copy of the DAF to the applicant.

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5.3 Updates to the Language Analysis Inbox (Mandatory)

The LA Recording Team (based in ASU Croydon) maintains records for all LA cases. They require regular updates for all cases throughout the language analysis process (even where consent/compliance is refused), in order that the costs and benefits of LA can be properly measured. Updates are required from both ASUs and regional asylum teams.

The LA recording team will pursue updates which are less than timely (usually in the week following the time an action ordinarily should be expected to have occurred).

- Complete the Language Analysis Recording Team Update form.
- Maintain and transmit the Recording Team Update form at the following points:
 - If the applicant refuses to agree to language analysis;
 - When the language analysis interview has been arranged with Sprakab;
 - When a substantive decision is made;
 - Following the conclusion of any appeals;
 - Following removal;
 - At any time during the process when there is an unexpected delay to case progress.

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6. Arranging the Direct Analysis Interview

This process applies equally to cases where nationality is disputed at the point of application in an ASU, or to cases being managed by a regional asylum team following routing from a port or LEO/LIT (or from an ASU if nationality was not initially doubted).

6.1 Interview Room & Equipment

Ensure that there is an interview room free for the intended time of the prospective interview. Only those claims made at an ASU may have a direct analysis interview there - ASUs do not have the capacity for asylum teams to interview in their accommodation.

Handset telephones give better quality reception to the Sprakab analyst than speakerphones. As such, if there is a choice between the two types, a handset model must be used, otherwise it may not be possible to record and analyse the conversation.

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6.2 Booking the Language Analysis Interview

Language analysis is booked directly with Sprakab, who need to know details about the case in order for the analyst to prepare for interview. It will usually be possible for an interview to take place within an hour, in some circumstances even sooner.

- Complete the UKBA Direct Language Analysis Request Form, drawing on information previously collected in the Direct Analysis (DA) SEF (ASL.3386);
- Telephone Sprakab and arrange a language analysis interview, relaying the information recorded in the UKBA Direct Language Analysis Request Form. Sprakab will direct your call to the most appropriate analyst – there is no need to ask for a particular Sprakab operative. Inform Sprakab that an email will follow confirming the agreed details.
- Transmit by email the UKBA Direct Language Analysis Request Form, and place a printed copy of the sent email on file.

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6.3 Final Preparation for the LA Interview

- For ASU Croydon cases, officers must escort the applicant to the 3rd Floor Podium of Lunar House and then a few minutes before the agreed time of the interview, they must be escorted to Room 5 on the same floor;
- For ASU Liverpool cases, officers must escort the applicant to the waiting area on the 2nd Floor of Reliance House, for an interview in Room 34 on the same floor;
- For regional asylum team cases, officers must ensure a standard telephone (not a mobile) capable of international calls is available and an interpreter is present if needed.

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7. Conducting the Language Analysis Interview

Actions:

- Officers must ensure that the applicant is available for the interview – cancellations incur a financial penalty to UKBA;
- Officers should obtain a suitable telephone and interview room. The interpreter will interpret any communication between the screening officer and the applicant during the direct analysis and after the direct analysis if further screening is required;
- Officers must telephone Sprakab at the agreed language analysis interview time.
- Officers must allow the applicant to speak directly to the analyst. The analyst will explain that the purpose of the conversation is only to analyse the applicant's language and that the applicant should not state his/her name;
- The interview will ordinarily last for 20-30 minutes.

7.1 Updating CID after the Direct Analysis Interview

Following the direct analysis interview, CID should be updated to indicate that the applicant participated in the direct analysis interview:

1. In 'Person/Case search', enter HO reference in the 'Search Criteria' box;
2. Click 'Person Details' on vertical menu;
3. Click 'Person Notes', update note text: "Applicant took part in Language Analysis on DD/MM/YY";
4. If a further screening interview was conducted, additional notes should be updated;
5. Update details of the preliminary results if known. (See chapter 8 [Language Analysis - Preliminary Results](#));
6. Click 'Save/Exit'.

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8. Language Analysis - Preliminary Results

In most cases, where the analysis is straightforward, Sprakab will - approximately 15 minutes after the interview is completed - telephone and email the preliminary language analysis results to the referring officer. The preliminary results are based on linguistic background, country and culture of claimed nationality. The preliminary language analysis result must be updated on CID and a copy of the e-mail from Sprakab attached to the applicants file.

Sprakab will analyse the recorded conversation and produce a full written report, which will be sent to UKBA within 72 hours of the interview taking place (see [9. Language Analysis – Full Report](#)).

8.1 Preliminary Results - Outcomes

The preliminary result will have one of the following outcomes:

- a) Applicant speaks language X found **with certainty not** in the country/area from which they claim to come;
- b) Applicant speaks language X found **with certainty in** country/area;
- c) Applicant speaks language X but uncertain as to where it is found.

If the combination of linguistic background and knowledge of country and culture of the direct analysis provides strong evidence that the applicant is not of the nationality they claim to be, the 'Person Notes' on CID should be updated and the results email attached to the file.

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8.2 Preliminary Result Disputes Claimed Nationality (ASU Only)

Where the preliminary result clearly indicates that the applicant is not the nationality claimed, ASU screening officers must immediately take the following action:

- Inform the applicant about the language analysis findings and invite their comments;
- Question the applicant and attempt to ascertain their true nationality;
- If there are time constraints, make a note on CID and minute the file in order for the officer to address the issue of nationality further at the substantive interview.

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8.3 CID Actions

If the preliminary result of the direct analysis provides strong evidence that the applicant is not of the claimed nationality and the claimed nationality has not already been doubted on CID, CID should be updated accordingly, according to the relevant category in the instruction [Cases Where there is an Issue Relating to the Applicant's Nationality](#). Brief details of the preliminary results should also be recorded on CID and the HO file minuted accordingly.

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8.4 Flagging the Home Office (HO) Case File (ASU Only)

Flag the case file to indicate that the applicant has undergone direct language analysis. A white flag with '**DIRECT ANALYSIS**' in bold type should be attached securely to the top right hand side of the file (obtainable within ASUs).

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8.5 Routing Following Preliminary Results

Taking into account the facts of the case, take one of the following actions:

- ASUs - route the applicant appropriately, giving consideration to the applicability of entry to the [Detained Fast Track](#) (DFT);
- Regional asylum teams – continue to manage the case appropriately, also giving consideration to entry to DFT.

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9. Language Analysis – Full Report

9.1 Receipt of Report, Administration and Forwarding the Report to Officers (ASU Only)

The Croydon ASU Language Analysis Team will take the following action:

- Check the Language Analysis mailbox throughout the day for reports received;
- Upon receipt of report, use the HO reference to identify the officer on CID;
- Immediately forward the report by email to the officer;
- Post by recorded delivery the signed report, Sprakab company brief, analyst/linguist's credentials and 2 x CDs of the interview to the officer.

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9.2 Full Report Outcomes

There are 5 possible outcomes from the report on the applicant's linguistic background:

- a) Applicant speaks language X found **with certainty not** in the country/area they claim to be from;
- b) Applicant speaks language X found **with certainty** in country/area;
- c) Applicant speaks language X found **most likely** in country/area;
- d) Applicant speaks language X found **likely** in country/area;
- e) Applicant speaks language X found **possibly** in country/area.

The detailed report is sent to a dedicated electronic mailbox for access by ASU and via post within 72 hours. ASU will forward any reports to officers for non-ASU screened cases. On receipt of the detailed report officers should update CID with "initial result confirmed" or "initial result not confirmed" as appropriate.

The report states the extent of the applicant's knowledge of the country and culture the applicant claimed to come from. The 'summary of findings' is a combination of the linguistic background and knowledge of country and culture.

9.2.1 There is Strong Evidence to Suggest the Applicant is of the Nationality Claimed

The applicant's linguistic background must be outcome 'b' (see above) and the 'summary of findings' must state that the applicant is very knowledgeable of the claimed country and culture. This combination provides strong evidence that the applicant is of the nationality they claim to be. The officer should prepare for the interview in the usual way but still investigate their claimed nationality during the interview.

9.2.2 There is Strong Evidence to Suggest the Applicant is not of the Nationality Claimed

The applicant's linguistic background must be outcome 'a' along with either 'b' or 'c' or 'd' or 'e' above. The 'summary of findings' must state that the applicant's knowledge of country and culture of country/area is limited or insufficient. This combination provides strong evidence that the applicant is not of the nationality they claim to be. Officers should prepare questions to investigate the evidence of nationality thoroughly at interview, as well as prepare questions relating to the basis of claim.

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10. The Substantive Asylum Interview (Asylum Team Only)

Full reports should be produced within 72 hours. Where the language analysis has taken place at screening, soon after, or at the FRE, this will usually be in time for officers to study them in advance of the substantive interview. If the full report is not received after 72 hours, the officer must prepare for the interview in the usual way after checking CID case notes on the screening interview, the screening interview record and the preliminary result of the direct analysis on file.

Where reports are held, officers must take into account the applicant's linguistic background, knowledge of country and culture, and 'summary of findings' (all of which are detailed in the full report) when preparing for the substantive interview.

If officers have questions relating to the findings of the report, they should contact via email the analyst/linguist in Sprakab who wrote the direct analysis report.

10.1 During the Substantive Interview

10.1.1 Re-Documentation

Certain bio data is already gathered at the screening stage and recorded on CID, as an integral part of the screening process. Officers must as far as possible fully complete the bio data form at the substantive interview as this assists in the re-documentation of the applicant, should the claim fall for refusal.

10.1.2 Notifying the Applicant of the Findings of the Direct Analysis Report

Once the officer has read out the procedural statements they must record and read to the applicant the appropriate standard wording according to the findings of the direct analysis.

See [Annex A – Standard Wording for the Substantive Interview](#).

10.1.3 Asking Questions Regarding the Claimed Nationality

Once the standard wording has been read out regarding the direct analysis findings, the officer must proceed to ask their prepared questions regarding the applicant's claimed nationality. Officers must still ask detailed questions regarding the applicant's basis of claim.

10.1.4 Applicant Did Not Take Part in the Direct Analysis Interview

The officer must read out the appropriate standard wording and the applicant must be asked why they did not take part in the direct analysis interview. The interview should then proceed in the normal manner, however interviewing officers should carefully probe the applicant's claimed nationality during the interview.

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11. Decisions and Appeals in Language Analysis Cases

A decision must not rely solely on the direct language analysis report or an applicant's failure or refusal to undergo language analysis.

The nationality of an applicant must be assessed by weighing up all of the available evidence, including their interview evidence and any written statement submitted (especially relating to their country knowledge), documentary evidence, any expert reports, and the direct analysis report.

For further guidance refer to the instruction *considering the Asylum Claim*.

11.1 Granting Leave (*Asylum Team Only*)

If the direct analysis report provides strong evidence that the applicant is of the nationality claimed, and if the applicant establishes a well-founded fear of persecution in their country of origin, leave should then be granted accordingly.

For further guidance see instructions *Considering the Asylum Claim* and *Implementing Substantive Decisions*.

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11.2 Refusing the Claim (*Asylum Team Only*)

If writing a RFRL, officers must insert the appropriate standard wording immediately after the introductory consideration paragraph at part C of the RFRL.

See [Annex B – Standard Wording for the RFRL](#).

Where the officer considers that the applicant is not of the nationality they claim to be, the direct analysis standard wording should be followed by the appropriate doubtful nationality standard wording.

For further guidance see the instruction *Cases Where There is an Issue Relating to the Applicant's Nationality*.

11.2.1 Addressing Nationality in the RFRL

The nationality issue must then be addressed in the RFRL and the reasons why the applicant's nationality is being doubted clearly set out. The weight to be given to the direct analysis report in terms of evidence of nationality depends on the findings of the report. For example, where a direct analysis report states that the applicant speaks a language/dialect found 'with certainty' not in their claimed country/territory of origin and 'with certainty' found in another country/territory, and the applicant's knowledge of claimed country/territory of origin is insufficient, this combination is very strong evidence of the applicant's nationality.

Where officers are unsure of how to address the nationality issue in the RFRL they should seek advice from the SCW attached to their team. The Country of Origin Service (COIS) should also be contacted with any country specific queries (but only after reading the appropriate country reports).

For further guidance see the instruction *Cases where there is an Issue Relating to the Applicant's Nationality*.

11.2.2 Serving Asylum Refusals

Officers should serve refusals in the usual way. In addition, officers must serve the following documents to the applicant at decision service:

- Signed direct analysis report;
- Sprakab company profile;
- Credentials of analyst/linguist;
- The DAF (ASL.3384);
- A copy of the language analysis CD.

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11.3 Addressing Nationality During the Appeals Process (*Asylum Teams and POU Only*)

If an appeal is lodged, a “transliteration” (transcript of the interview) can be provided by Sprakab on request. Requests for a transliteration should be directed to the Language Analysis Inbox as soon as it is known an appeal has been lodged. Officers may. The request should ask for an estimated time for the full response.

The appeals bundle must include the transliteration and the documents listed above at [11.2.2 Serving Asylum Refusals](#). A copy of the recording of the direct analysis interview on CD should be provided if the AIT requests it.

Where evidence of nationality is submitted prior to an appeal hearing, officers should refer to the instruction *Presenting Cases Where it Appears the Applicant is Removable to More Than One Country/Territory* before proceeding with the case.

If necessary, officers should request via e-mail further statements from the analyst/linguist who wrote the report in Sprakab, to support the case at appeal.

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11.4 Quality of Direct Analysis Reports

If the quality of any language analysis product or service (availability for analysis, quality of report, transliteration, etc.) falls below the standard officers should reasonably expect, officers should email Asylum Enquiries and the Language Analysis inbox.

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Annex A - Standard Wording for the Substantive Interview

1. Where the applicant participated, completed the interview and the results of the direct analysis provided strong evidence that they are of the nationality they claim to be.

You were asked to participate in a direct analysis interview; you agreed to take part and completed the interview. The results of the analysis are that *(please refer to the report)*:

You spoke language *insert language* and the report found that with certainty in *insert country/area*.

Now read the 'Summary of Findings' supporting the conclusion.

2. Where the applicant participated, completed the interview and the results of the direct analysis provides strong evidence that they are not of nationality they claim to be.

You were asked to participate in a direct analysis interview; you agreed to take part and completed the interview. The results of the analysis are that *(please refer to the report)*:

You spoke *insert language* and the report found that...

Choose appropriate sentence from below:

- With certainty not in the *insert country/area* you claim to be;
- With certainty in *insert country/area*;
- Most likely in *insert country/area*;
- Likely in *insert country/area*;
- Possibly in *insert country/area*.

Now read the 'Summary of Findings' supporting the conclusion.

3. Where the applicant agreed to take part but did not complete the direct analysis interview.

You were asked to participate in a direct analysis interview; you agreed to take part but did not complete the interview. The preliminary result showed that:

You spoke *insert language* and it was found that:

- With certainty not in the *insert country/area* you claim to be;
- With certainty in *insert country/area*;
- Most likely in *insert country/area*;
- Likely in *insert country/area*;
- Possibly in *insert country/area*.

Now read the 'Summary of Findings' supporting the conclusion.

4. Where the applicant refused to participate in the direct analysis interview.

You did not agree to take part in the direct analysis interview. You gave no satisfactory explanation nor raised any medical reason for not taking part / the reason you gave for failing to participate is not accepted as satisfactory.

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Annex B - Standard Wording for the RFRL

1. The results of the analysis provide strong evidence that the applicant is of the nationality as claimed

You were asked to take part in a direct analysis interview at the Asylum Screening Unit to ascertain your **country/area/clan of origin**. You claimed to **come from X and be of X nationality**. The results of the direct analysis provide strong evidence that you are *Officers should employ the terminology used in the report's summary of findings* from the **country/area/clan as** claimed. Taken together with all the other evidence, it is therefore accepted that you come from **country/area/clan**.

2. The results of the analysis provide strong evidence that the applicant is of another nationality as stated in the report

You were asked to take part in a direct analysis interview at the Asylum Screening Unit to ascertain your **country/area/clan of origin**. You claimed to **be of X nationality**. The results of the direct analysis are *Officers should employ the terminology used in the report's summary of findings* This provides strong evidence that you are NOT from **the country/area/clan** as claimed and also strong evidence that you are from **insert country**. Taken together with all the other evidence, it is therefore not accepted that you come from **country/area/clan**.

3. The applicant agreed to take part but did not complete the direct analysis interview

When you attended the Asylum Screening Unit, you were asked to take part in a direct analysis interview to ascertain your **country/area/clan of origin**. It is noted that although you initially agreed to take part in the direct analysis interview, **you refused to co-operate once the interview had begun/despite getting some way into the interview, you subsequently refused to co-operate/you subsequently refused to talk**. *Officer should insert reason(s) why the applicant did not complete the direct analysis interview by referring to Screening Officer comments on Direct Analysis Form.*

Use where satisfactory reason has been given

It is considered that you gave a satisfactory reason for failing to complete the direct analysis interview.

Use where no reason has been given or satisfactory reason has not been given for failing to complete the direct analysis interview

You did not give a satisfactory reason for failing to complete the interview. It is considered that someone in genuine need of international protection would assist the authorities of a safe country in establishing the validity of **his/her** application for asylum. Your failure to participate fully in the direct analysis interview undermines your claim to be a refugee.

4. The applicant did not take part in the direct analysis interview

When you attended the Asylum Screening Unit, you were asked to take part in a direct analysis interview to ascertain your **country/area/clan of origin**. It is noted that you refused to take part in the interview. *Officers should insert reason(s) why the applicant did not take part in the direct analysis interview by referring to Screening Officer comments on Direct Analysis Form.*

Use where satisfactory reason has been given

It is considered that you gave a satisfactory reason for failing to participate in the direct analysis interview.

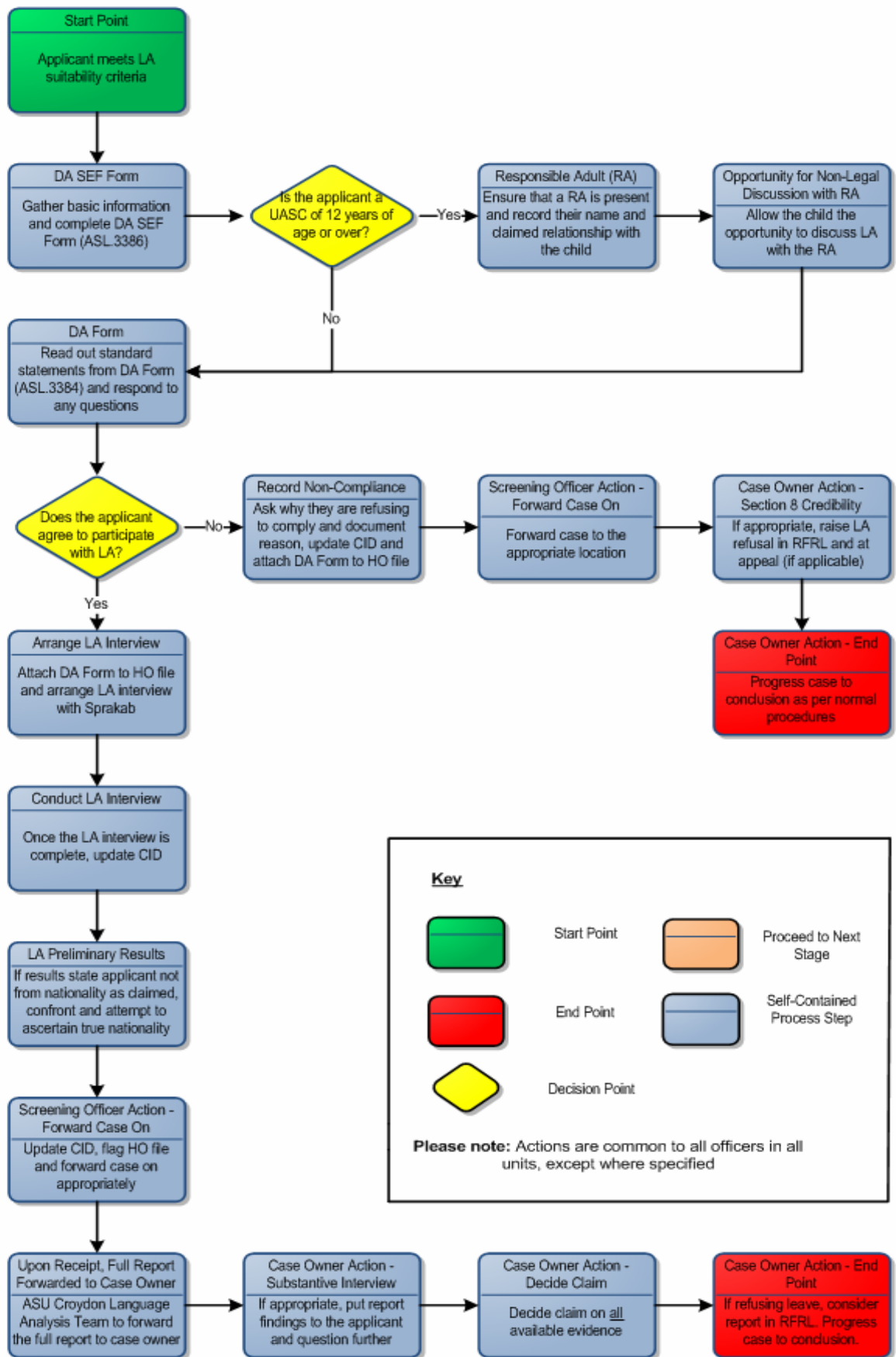
Use where no reason has been given or satisfactory reason has not been given for not agreeing to take part in the direct analysis interview

You did not give a satisfactory a reason for failing to participate in the direct analysis interview. It is considered that a person in genuine need of international protection would assist the authorities of a safe country in establishing the validity of **his/her** application for asylum. Your failure to do so undermines your claim to be a refugee.

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Annex C – Language Analysis Process Map

The ASU Croydon Language Analysis Team must receive updates at all key stages of the applicant's asylum claim. See section 5.3 for further information.



Glossary

Term	Meaning
AIU	Asylum Intake Unit
AIT	Asylum Immigration Tribunal
ASL.3384	Direct Analysis Form
ASL.3386	Direct Analysis SEF
ASU	Asylum Screening Unit
CD	Compact Disc
CIO	Chief Immigration Officer
DAF	Direct Analysis Form, ASL.3384
DFT	Detained Fast-Track
DSE	Decision Service Event
FRE	First Reporting Event
LA	Language Analysis
LEO	Local Enforcement Office
RFRL	Reasons for Refusal Letter
SCW	Senior Caseworker
SLA	Service Level Agreement

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Document Control

Change Record

Version	Authors	Date	Change Reference
1.0	SL/KR	8/06/2007	New
2.0	SL	6/08/2007	Updated links
3.0	SL/RH	12/02/08	Roll-out of LA
4.0	EG/GL	20/10/08	Maintaining records of LA cases
5.0	BN	14/01/2009	Change to style and to those nationalities that can be routinely language assessed.
6.0	BN	28/01/2009	Slight revision to process for case owners arranging LA. No change to policy.
7.0	MK/GL	28/07/2009	Restructured/reordered instruction. Revision of procedures to ensure clarity and understanding of children's duty. New LA request form.
8.0	GL	27/10/09	Further update to Children's Duty