

**Asylum Division Officer Training Program (ADOTP)
Distance & Remote Training 2003/2004
Instructions and Schedule**

Welcome to ADOTP Distance & Remote Training for 2003/2004!

Introduction

Asylum Division training for new officers includes RAIO and Asylum Division Distance & Remote Trainings, followed by the Face-to-Face (F2F) Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training.

Asylum Officers are required to successfully complete - to the standard of the agency - each component of RAIO Directorate Officer Training. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (see: Job Announcement and RAIO Directorate Officer Training Handbook.)

This document contains information you will need to complete the Asylum Division Distance & Remote Training. See the RAIO CTP Distance & Remote Training Workbook for information on the additional completion requirements for the RAIO CTP DT. Officers are required to follow the guidance in the RAIO CTP Distance/Remote Training Instructions and Schedule with respect to all aspects of the Distance & Remote Training as well as the following procedures.

Procedures for Completing the ADOTP Distance & Remote Training

See below for the ADOTP Distance & Remote Training Syllabus and Completion Attestation. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e., read the proscribed LP on the same day as a webinar on that topic where possible, etc.). Asylum DT units may be completed in conjunction with RAIO CTP units, particularly when the subject matter is related.
- You will be prompted for a password when opening the webinars.
 - Use for the webinars in yellow. (b)(7)(e)
 - Use for the webinars in green.
- When you have completed a unit, initial and date the corresponding box.
- Once you have completed all of the units, you and an Asylum Training Officer or Manager from your office must sign and date the Completion Attestation form to verify proper completion of all units.
- Scan and email a copy of all pages of the Asylum Division Distance/Remote Training Syllabus and Completion Attestation to (b)(6)
 - **Title your email and attachment as follows:**
Last Name, First Name - ADOTP DT RT – Completion Attestation

Work Schedule

As noted in the Handbook and RAIO CTP Distance/Remote Training Instructions and Schedule, all participants attending the Remote and Face to Face (F2F) residential trainings are required to work a basic work schedule (8 hours per day, 5 days per week). **In general, the Schedule is M-F 8AM-4:30PM, with a 30min lunch.** Please refer to the RAIO CTP Distance/Remote Training Instructions and Schedule for additional information regarding work schedules and suspension of alternative work schedules (AWS) during training, and the leave policy. You should continue throughout ADOTP Remote and F2F residential training to keep your WebTA status as an eight-hour/day schedule.

Live Sessions

Most of the live sessions will take place at the same time each day, but please make sure to check the daily schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

(b)(6)

Login Instructions for a Live WebEx Webinar

1. For each **live** WebEx webinar, you will receive an email from a session facilitator [redacted] [redacted] prior to the start of the session.
2. **Every student must login using their own computer**, even if you are working in a group or sitting with other students. This confirms your attendance as well as helps to facilitate small group break-out sessions during the webinar. **Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email and join the session **at least 10 minutes prior** to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, you can use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:
[redacted]

Interview Observations

As part of RAIO-CTP there were two days provided to observe interviews (both affirmative and APSO, when available). Please see the RAIO CTP Distance/Remote Training Instructions and Schedule for more details.

Exams

(b)(7)(e)

Exams for ADOTP will be administered during the F2F training at the Federal Law Enforcement Training Center (FLETC) in [redacted]. The exams consist of a mock interview exam with written assessment exam, each worth 25% of the grade (50% of the total course grade), and one multiple choice exam worth 50% of the overall course grade. The ADOTP exams are cumulative and incorporate foundational materials covered in RAIO CTP Distance & Remote Training and ADOTP Distance & Remote Training, as well as asylum-specific materials covered in the ADOTP F2F.

After having successfully completed RAIO CTP, officers next must pass ADOTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the ADOTP exams.

As noted in the RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Questions that arise throughout the training should be addressed during the live sessions. (b)(6)

Please direct all urgent questions to: [redacted]
[redacted]

Best of luck!

The Asylum & RAIO Training Teams

PILOT ADOTP DISTANCE & REMOTE TRAINING SYLLABUS

Unit	Time Allocated	Initial & Date Upon Completion
LIVE: Welcome & Overview of ADOTP Distance and Remote Training	<i>1 hour</i>	
Reading: Asylum Corps Values and Goals Lesson Plan	<i>.5 hour</i>	
Reading: History of the Asylum Program Lesson Plan	<i>1 hour</i>	
Reading: Asylum Process and Procedures Lesson Plan	<i>.75 hour</i>	
Presentation and Exercise: Asylum Process and Procedures Manual and Introduction to the AAPM Wiki Click here to view webinar	<i>1.5 hours</i>	
*Reading: Asylum Forms for ADOTP Form: I-589 and Instructions Record: Applicant and Interpreter Oaths Form: G-28 and Instructions Waiver: Presence of Representative Notice: Mail-Out Notice: Pick-Up	<i>1 hour</i>	
Presentation: Intro to Decision Writing Click here to view webinar	<i>.25 hour</i>	
Reading: Decision Writing, Part 1 Lesson Plan	<i>.5 hour</i>	
Reading: One-Year Filing Rule Lesson Plan	<i>1 hour</i>	
Reading: Decision Writing, Part 2 Lesson Plan	<i>1 hour</i>	
Reading: Materials for Decision Writing Assessment to Grant Assessment to Refer Assessment Flowchart Sample Grant Assessment Sample Credibility Referral Sample NOID Past Persecution Determination QA Checklist	<i>2 hour</i>	

<p>Webinar: <u>UACs</u></p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> 	<i>.75 hour</i>	
<p>Exercise: Decision Writing Officers complete a writing exercise created by HQ. Feedback will be provided to the officers at the Face-to- Face. <u>Assessment Writing Practical Exercise</u></p>	<i>2 hours</i>	
<p>Webinar: <u>One Year Filing Deadline</u></p> <ul style="list-style-type: none"> ○ Presentation by [redacted] Asylum HQ ○ Practical Exercises: N/A ○ Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<p>Reading: Mandatory Bars Overview and Criminal Bars Lesson Plan</p>	<i>1.25 hours</i>	
<p>Webinar: <u>Note Taking</u></p> <ul style="list-style-type: none"> ○ Presentation by [redacted] Asylum HQ ○ Practical Exercise: Watch <u>Interview Video</u> in Windows Media Video (it may take up to 15 min to load) and take notes in your template as if you are the AO, upload to the ECN upon completion. ○ Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	
<p>Webinar: <u>Decision Writing Overview</u></p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: Self-review of distance training decision writing exercise feedback (found in each student dropbox) • Other Materials: <u>PowerPoint</u> 	<i>1.25 hours</i>	
<p>Webinar: <u>Full Global-Affirmative</u></p>	<i>.5 hour</i>	
<p>LIVE: Q&A on Note Taking, UACs, OYFD</p>	<i>1.5 hours</i>	
<p>Webinar: <u>Security Checks Part 1</u></p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	

Presentation and Exercises: Trafficking Click here to view webinar <u>Trafficking Exercise 1</u> <u>Trafficking Exercise 2</u>	(b)(6)	1.25 hours	
Webinar: <u>Security Checks Part 2</u> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 		1.75 hours	
Webinar: <u>Full Global-APSO</u>		1.25 hours	
LIVE: Eliciting Testimony: Credibility Q&A		1.5 hours	
Webinar: <u>Criminal Bars (90 min)</u> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 		1.5 hours	
Reading: Credible Fear Lesson Plan		1.25 hours	
Reading: Reasonable Fear Lesson Plan		1.5 hours	
Webinar: <u>FLETC Overview and Welcome</u> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training Branch • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> 		1 hour	
LIVE: Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview		2 hours	
Reading: Safe Third Country Lesson Plan		.5 hour	
Webinar: <u>India COI, Eliciting Testimony, and Fraud (PW: India2019!)</u>		3.5 hours	

**Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox*

Between Lesson Plans and Webinars, the Pilot ADOTP Distance & Remote Training schedule totals roughly 33 hours (around 4.25 business days, depending upon AO work schedules). This includes 9.25 hours specifically devoted to reading Lesson Plans. In addition, there are 6 hours of live sessions.

Upon completion of all the units, Asylum Officers and a Training Officer or Manager must sign and submit the Completion Attestation below, along with the initialed Syllabus, to: [redacted]

**LIVE SESSIONS FOR 2003/2004
ADOTP DISTANCE & REMOTE TRAINING**

Wednesday February 5, 2020 (Day 26)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT:
 - Welcome & Overview of ADOTP Distance and Remote Training
 - Facilitated by HQ Instructors

Monday, February 10, 2020 (Day 29)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT:
 - Q&A on Note Taking, UACs, OYFD
 - Facilitated by HQ Instructors

Tuesday, February 11, 2020 (Day 30)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT:
 - Eliciting Testimony: Credibility Q&A

Wednesday, February 12, 2020 (Day 31)

- 11:30 a.m. – 1:30 p.m. EDT/10:30 a.m. – 12:30 p.m. CDT/8:30 a.m. – 10:30 a.m. PDT:
 - Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview
 - Facilitated by HQ Instructors

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the ADOTP Distance & Remote Training units, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the ADOTP Distance & Remote Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the ADOTP Distance & Remote Training lesson units and hereby verify that the officer has completed all such required lesson units according to the requirements of the ADOTP Distance & Remote Training guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

**Asylum Division Officer Training Program (ADOTP)
Distance & Remote Training 2002A/B
Instructions and Schedule**

Welcome to ADOTP Distance and Remote Training for 2002A/B!

Introduction

Asylum Division training for new officers includes RAIO and Asylum Division Distance and Remote Trainings, followed by the Face-to-Face (F2F) Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training.

Asylum Officers are required to successfully complete - to the standard of the agency - each component of RAIO Directorate Officer Training. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (see: Job Announcement and RAIO Directorate Officer Training Handbook). This document contains information you will need to complete the Asylum Division Distance & Remote Training. See the RAIO CTP Distance & Remote Training Workbook for information on the additional completion requirements for the RAIO CTP DT. Officers are required to follow the guidance in the Handbook with respect to all aspects of the Distance & Remote Training as well as the following procedures.

Procedures for Completing the ADOTP Distance & Remote Training

See below for the ADOTP Distance & Remote Training Syllabus and Completion Attestation. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e., read the proscribed LP on the same day as a webinar on that topic where possible, etc.). Asylum DT units may be completed in conjunction with RAIO CTP units, particularly when the subject matter is related.
- You will be prompted for a password when opening the webinars.
 - Use for the webinars in **yellow**. (b)(7)(e)
 - Use for the webinars in **green**.
- When you have completed a unit, initial and date the corresponding box.
- Once you have completed all of the units, you and an Asylum Training Officer or Manager from your office must sign and date the Completion Attestation form to verify proper completion of all units.
- Scan and email a copy of all pages of the Asylum Division Distance/Remote Training Syllabus and Completion Attestation to (b)(6)
 - **Title your email and attachment as follows:**
Last Name, First Name - ADOTP DT RT – Completion Attestation

Live Sessions

Most of the live sessions will take place at the same time each day, but please make sure to check the daily schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

Login Instructions for a Live WebEx Webinar

(b)(6)

1. For each **live** WebEx webinar, you will receive an email from a session facilitator [redacted] [redacted] prior to the start of the session.
2. **Every student must login using their own computer**, even if you are working in a group or sitting with other students. This confirms your attendance as well as helps to facilitate small group break-out sessions during the webinar. **Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email and join the session **at least 10 minutes prior** to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, you can use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:
[redacted]

Interview Observations

As part of RAIO-CTP there were two days provided to observe interviews (both affirmative and APSO, when available). Please see the RAIO CTP Distance & Remote Training Workbook for more details.

Exams

(b)(7)(e)

Exams for ADOTP will be administered during the F2F training at the Federal Law Enforcement Training Center (FLETC) in [redacted]. The exams consist of a mock interview exam with written assessment exam, each worth 25% of the grade (50% of the total course grade), and one multiple choice exam worth 50% of the overall course grade. The ADOTP exams are cumulative and incorporate foundational materials covered in RAIO CTP Distance & Remote Training and ADOTP Distance & Remote Training, as well as asylum-specific materials covered in the ADOTP F2F.

After having successfully completed RAIO CTP, officers next must pass ADOTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the ADOTP exams.

As noted in the RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

(b)(6)

Questions that arise throughout the training should be addressed during the live sessions.

Please direct all urgent questions to: [redacted]
[redacted]

Best of luck!

The Asylum & RAIO Training Teams

PILOT ADOTP DISTANCE & REMOTE TRAINING SYLLABUS

Unit	Time Allocated	Initial & Date Upon Completion
LIVE: Welcome & Overview of ADOTP Distance and Remote Training	<i>1 hour</i>	
LP Asylum Corps Values and Goals: <i>Reading</i>	<i>.5 hour</i>	
LP History of the Asylum Program: <i>Reading</i>	<i>1 hour</i>	
LP Asylum Process and Procedures: <i>Reading</i>	<i>.75 hour</i>	
Asylum Process and Procedures Manual and Introduction to the AAPM Wiki: <i>Presentation and Exercise</i> Click here to view webinar	<i>1.5 hours</i>	
*Asylum Forms for ADOTP: <i>Reading</i> Form: I-589 and Instructions Record: Applicant and Interpreter Oaths Form: G-28 and Instructions Waiver: Presence of Representative Notice: Mail-Out Notice: Pick-Up	<i>1 hour</i>	
Intro to Decision Writing: <i>Presentation</i> Click here to view webinar	<i>.25 hour</i>	
LP Decision Writing, Part 1: <i>Reading</i>	<i>.5 hour</i>	
LP One-Year Filing Rule: <i>Reading</i>	<i>1 hour</i>	
LP Decision Writing, Part 2: <i>Reading</i>	<i>1 hour</i>	
Materials for Decision Writing: <i>Reading</i> Assessment to Grant Assessment to Refer Assessment Flowchart Sample Grant Assessment Sample Credibility Referral Sample NOID Past Persecution Determination QA Checklist	<i>2 hour</i>	

<p>Webinar: UACs</p> <ul style="list-style-type: none"> • Presentation by <input type="text"/> Asylum HQ • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> 	<i>.75 hour</i>	
<p>Exercise: Decision Writing Officers complete a writing exercise created by HQ. Feedback will be provided to the officers at the Face-to- Face. <u>Assessment Writing Practical Exercise</u></p>	<i>2 hours</i>	
<p>Webinar: One Year Filing Deadline</p> <ul style="list-style-type: none"> ○ Presentation by <input type="text"/> Asylum HQ ○ Practical Exercises: N/A ○ Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<p>LP Mandatory Bars Overview and Criminal Bars: Reading</p>	<i>1.25 hours</i>	
<p>Webinar: Note Taking</p> <ul style="list-style-type: none"> ○ Presentation by <input type="text"/> Asylum HQ ○ Practical Exercise: Watch <u>Interview Video</u> in Windows Media Video (it may take up to 15 min to load) and take notes in your template as if you are the AO, upload to the ECN upon completion. ○ Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	
<p>Webinar: Decision Writing Overview</p> <ul style="list-style-type: none"> • Presentation by <input type="text"/> Asylum HQ • Practical Exercise: Self-review of distance training decision writing exercise feedback (found in each student dropbox) • Other Materials: <u>PowerPoint</u> 	<i>1.25 hours</i>	
<p>Presentation: Full Global-Affirmative <u>Click here to view webinar</u></p>	<i>.5 hour</i>	
<p>LIVE: Q&A on Note Taking, UACs, OYFD</p>	<i>1.5 hours</i>	
<p>Webinar: Security Checks Part 1</p> <ul style="list-style-type: none"> • Presentation by <input type="text"/> Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	

Presentation and Exercises: Trafficking Click here to view webinar Trafficking Exercise 1 Trafficking Exercise 2	(b)(6)	1.25 hours	
Webinar: Security Checks Part 2 <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: PowerPoint 		1.75 hours	
Presentation: Full Global-APSO Click here to view webinar		1.25 hours	
LIVE: Eliciting Testimony: Credibility Q&A		1.5 hours	
Webinar: Criminal Bars (90 min) <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: PowerPoint 		1.5 hours	
LP Credible Fear: Reading		1.25 hours	
LP Reasonable Fear: Reading		1.5 hours	
Webinar: FLETC Overview and Welcome <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training Branch • Practical Exercises: N/A • Other Materials: PowerPoint 		1 hour	
LIVE: Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview		2 hours	
LP Safe Third Country: Reading		.5 hour	
Webinar: India COI, Eliciting Testimony, and Fraud (PW: India2019!)		3.5 hours	

*Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox

Between Lesson Plans and Webinars, the Pilot ADOTP Distance and Remote Training schedule totals roughly 33 hours (around 4.25 business days, depending upon AO work schedules). This includes 9.25 hours specifically devoted to reading Lesson Plans. In addition, there are 6 hours of live sessions.

Upon completion of all the units, Asylum Officers and a Training Officer or Manager must sign and submit the Completion Attestation below, along with the initialed Syllabus, to [redacted]

**LIVE SESSIONS FOR
ADOTP DISTANCE AND REMOTE TRAINING**

Thursday, January 16, 2020 (Day 26)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT:
 - Welcome & Overview of ADOTP Distance and Remote Training
 - Facilitated by HQ Instructors

Wednesday, January 22, 2020 (Day 29)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT:
 - Q&A on Note Taking, UACs, OYFD
 - Facilitated by HQ Instructors

Thursday, January 23, 2020 (Day 30)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT:
 - Eliciting Testimony: Credibility Q&A

Friday, January 24, 2020 (Day 31)

- 1:30 p.m. – 3:30 p.m. EDT/12:30 p.m. – 2:30 p.m. CDT/10:30 a.m. – 12:30 p.m. PDT:
 - Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview
 - Facilitated by HQ Instructors

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the ADOTP Distance & Remote Training units, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the ADOTP Distance & Remote Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the ADOTP Distance & Remote Training lesson units and hereby verify that the officer has completed all such required lesson units according to the requirements of the ADOTP Distance & Remote Training guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

Asylum Division Officer Training Program (ADOTP)
Distance & Remote Training 2004A/2004B
Instructions and **Syllabus**

Welcome to ADOTP Distance & Remote Training for 2004A/2004B!

Introduction

Asylum Division training for new officers includes RAIO and Asylum Division Distance & Remote Trainings, followed by the Face-to-Face (F2F) Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training.

Asylum Officers are required to successfully complete - to the standard of the agency - each component of RAIO Directorate Officer Training. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (see: Job Announcement and RAIO Directorate Officer Training Handbook).

This document contains information you will need to complete the Asylum Division Distance & Remote Training. See the RAIO CTP Distance & Remote Training Workbook for information on the additional completion requirements for the RAIO CTP DT. Officers are required to follow the guidance in the RAIO CTP Distance/Remote Training Instructions and Schedule with respect to all aspects of the Distance & Remote Training as well as the following procedures.

Procedures for Completing the ADOTP Distance & Remote Training

See below for the ADOTP Distance & Remote Training Syllabus and Completion Attestation. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e., read the proscribed LP on the same day as a webinar on that topic where possible, etc.). Asylum DT units may be completed in conjunction with RAIO CTP units, particularly when the subject matter is related.
- You will be prompted for a password when opening the webinars.
 - Use for the webinars in yellow. (b)(7)(e)
 - Use for the webinars in green.
- When you have completed a unit, initial and date the corresponding box.
- Once you have completed all of the units, you and an Asylum Training Officer or Manager from your office must sign and date the Completion Attestation form to verify proper completion of all units.
- Scan and email a copy of all pages of the Asylum Division Distance/Remote Training Syllabus and Completion Attestation to (b)(6)
 - Title your email and attachment as follows:
Last Name, First Name - ADOTP DT RT – Completion Attestation

Work Schedule

As noted in the Handbook and RAIO CTP Distance/Remote Training Instructions and Schedule, all participants attending the Remote and Face to Face (F2F) residential trainings are required to work a basic work schedule (8 hours per day, 5 days per week). Please refer to the RAIO CTP Distance/Remote Training Instructions and Schedule for additional information regarding work schedules and suspension of alternative work schedules (AWS) during training, and the leave policy. You should continue throughout ADOTP Remote and F2F residential training to keep your WebTA status as an eight-hour/day schedule.

Live Sessions

Most of the live sessions will take place at the same time each day, but please make sure to check the daily schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

(b)(6)

Login Instructions for a Live WebEx Webinar

1. For each live WebEx webinar, you will receive an email from a session facilitator
 prior to the start of the session.
2. You may login as a group or individually. Please have the program call you. Do not call in with your phone prior to logging in with your computer.
3. Each session will be open 30 minutes before the start time of the session. Please open the email and join the session at least 10 minutes prior to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using Google Chrome.
 - c. The first time you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. Enter your phone number and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, you can use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:

Interview Observations

As part of RAIO-CTP there were two days provided to observe interviews (both affirmative and APSO, when available). Please see the RAIO CTP Distance/Remote Training Instructions and Schedule for more details.

Exams

(b)(7)(e)

Exams for ADOTP will be administered during the F2F training at the Federal Law Enforcement Training Center (FLETC) in [redacted]. The exams consist of a mock interview exam with written assessment exam, each worth 25% of the grade (50% of the total course grade), and one multiple choice exam worth 50% of the overall course grade. The ADOTP exams are cumulative and incorporate foundational materials covered in RAIO CTP Distance & Remote Training and ADOTP Distance & Remote Training, as well as asylum-specific materials covered in the ADOTP F2F.

After having successfully completed RAIO CTP, officers next must pass ADOTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the ADOTP exams.

As noted in the RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Questions that arise throughout the training should be addressed during the live sessions.

(b)(6)

Please direct all urgent questions to:

[redacted]

Best of luck!

The Asylum & RAIO Training Teams

ADOTP DISTANCE & REMOTE TRAINING SYLLABUS

Unit	Time Allocated	Initial & Date Upon Completion
LIVE: Welcome & Overview of ADOTP Distance and Remote Training	1 hour	
LP Asylum Corps Values and Goals: Reading	.5 hour	
LP History of the Asylum Program: Reading	1 hour	
LP Asylum Process and Procedures: Reading	.75 hour	
Asylum Process and Procedures Manual and Introduction to the AAPM Wiki: Presentation and Exercise Click here to view webinar	1.5 hours	
*Asylum Forms for ADOTP: Reading Form: I-589 and Instructions Record: Applicant and Interpreter Oaths Form: G-28 and Instructions Waiver: Presence of Representative Notice: Mail-Out Notice: Pick-Up	1 hour	
Intro to Decision Writing: Presentation Click here to view webinar	.25 hour	
LP Decision Writing, Part 1: Reading	.5 hour	
LP One-Year Filing Rule: Reading	1 hour	
LP Decision Writing, Part 2: Reading	1 hour	
Materials for Decision Writing: Reading Assessment to Grant Assessment to Refer Assessment Flowchart Sample Grant Assessment Sample Credibility Referral Sample NOID Past Persecution Determination QA Checklist	2 hours	

<p>Webinar: One Year Filing Deadline</p> <ul style="list-style-type: none"> ○ Presentation by [redacted] Asylum HQ ○ Practical Exercises: N/A ○ Other Materials: <u>PowerPoint</u> 	1 hour	
<p>Webinar: Note Taking</p> <ul style="list-style-type: none"> ○ Presentation by [redacted] Asylum HQ ○ Practical Exercise: Watch <u>Interview Video</u> in Windows Media Video (it may take up to 15 min to load) and take notes in your template as if you are the AO, upload to the ECN upon completion. ○ Other Materials: <u>PowerPoint</u> 	1.5 hours	
<p>Webinar: Decision Writing Overview – link will be sent</p> <ul style="list-style-type: none"> ● Presentation by [redacted] Asylum HQ ● Practical Exercise: Self-review of distance training decision writing exercise feedback (found in each student dropbox) ● Other Materials: <u>PowerPoint</u> 	3 hours Please note: this is anticipated time, new webinar is still in production	
<p>Exercise: Decision Writing Officers complete a writing exercise created by HQ. Feedback will be provided to the officers at the Face-to-Face. <u>Assessment Writing Practical Exercise</u></p>	2 hours	
<p>Webinar: UACs</p> <ul style="list-style-type: none"> ● Presentation by [redacted] Asylum HQ ● Practical Exercises: N/A ● Other Materials: <u>PowerPoint</u> 	.75 hour	
<p>LP Credible Fear: Reading</p>	1.25 hours	
<p>LIVE: Q&A on Note Taking, UACs, OYFD</p>	1.5 hours	
<p>Webinar: Security Checks Part 1</p> <ul style="list-style-type: none"> ● Presentation by [redacted] Asylum HQ ● Practical Exercise: N/A ● Other Materials: <u>PowerPoint</u> 	1.5 hours	
<p>Presentation and Exercises: Trafficking <u>Click here to view webinar</u> <u>Trafficking Exercise 1</u> <u>Trafficking Exercise 2</u></p>	1.25 hours	

Webinar: Security Checks Part 2 <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	1.5 hours	
Presentation: Full Global-APSO Click here to view webinar	1.25 hours	
Webinar: Criminal Bars (90 min) <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	1.5 hours	
LP Reasonable Fear: Reading	1.5 hours	
LP Safe Third Country: Reading	.5 hour	
Presentation: Full Global-Affirmative Click here to view webinar	.5 hour	
LP Mandatory Bars Overview and Criminal Bars: Reading	1.25 hours	
Webinar: FLETC Overview and Welcome <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training Branch • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> 	1 hour	
LIVE: Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview	2 hours	
Webinar: <u>India COI, Eliciting Testimony, and Fraud (PW: India2019!)</u>	3.5 hours	

*Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox

Between Lesson Plans and Webinars, the Pilot ADOTP Distance & Remote Training schedule totals roughly 40 hours (around 5 business days, depending upon AO work schedules). This includes 9.25 hours specifically devoted to reading Lesson Plans. In addition, there are 4.5 hours of live sessions.

Upon completion of all the units, Asylum Officers and a Training Officer or Manager must sign and submit the Completion Attestation below, along with the initialed Syllabus, to: [redacted]

**LIVE SESSIONS FOR 2004A/2004B
ADOTP DISTANCE & REMOTE TRAINING**

Tuesday, February 25, 2020 (Day 26)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT:
 - Welcome & Overview of ADOTP Distance and Remote Training
 - Facilitated by HQ Instructors

Friday, February 28, 2020 (Day 29)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT:
 - Q&A on Note Taking, UACs, OYFD
 - Facilitated by HQ Instructors

Tuesday, March 3, 2020 (Day 31)

- 1:30 p.m. – 3:30 p.m. EDT/12:30 p.m. – 2:30 p.m. CDT/10:30 a.m. – 12:30 p.m. PDT:
 - Q&A Security Checks & Criminal Bars, FLETC Overview, Decision Writing Overview
 - Facilitated by HQ Instructors

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the ADOTP Distance & Remote Training units, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the ADOTP Distance & Remote Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the ADOTP Distance & Remote Training lesson units and hereby verify that the officer has completed all such required lesson units according to the requirements of the ADOTP Distance & Remote Training guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

Asylum Division Officer Training Program (ADOTP)
Distance & Remote Training 2004C/2004D
Instructions and Syllabus

Introduction

Welcome to ADOTP Distance & Remote Training for 2004C/2004D!

Asylum Division training for new officers includes RAIO and Asylum Division Distance & Remote Trainings, followed by the Face-to-Face (F2F) Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training Program.

Asylum Officers are required to successfully complete - to the standard of the agency - each component of RAIO Directorate Officer Training Program. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (see: Job Announcement and RAIO Directorate Officer Training Handbook).

This document contains information you will need to complete the Asylum Division Distance & Remote Training. Officers are required to follow the guidance in the RAIO CTP Distance/Remote Training Instructions and Syllabus with respect to all aspects of the Distance & Remote Training.

Syllabus & Attestation

See below for the ADOTP Distance & Remote Training Syllabus. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e., read the proscribed LP on the same day as a webinar on that topic where possible, etc.).
- You will be prompted for a password when opening the webinars.
 - Use for the webinars in yellow. (b)(7)(e)
 - Use for the webinars in green.

You will be required to certify that you have completed each training tasks by marking it as complete on the RAIO DT/Remote & ADOTP DT/Remote Attestation (please bookmark this link and open it in Chrome). You should mark each training module complete after you have completed it. By marking each item complete and certifying your completion at the end of the form, you are:

- attesting you have duly completed the tasks in accordance with the applicable training guidelines,
- attesting that you have been allotted the required time to complete these tasks,
- acknowledging you are responsible for all materials covered during any period of pre-approved absence and that some or all materials covered during any absence(s) may be tested on exams, and
- acknowledging that you understand the leave policy while in training and provisions contained within the RAIO Training Certification Statement (see RAIO Directorate Officer Training Handbook pages 7-9, 25-28).

Work Schedule

As noted in the Handbook and RAIO CTP Distance/Remote Training Instructions and Syllabus, all participants attending the Remote and Face to Face (F2F) residential trainings are required to work a basic work schedule (8 hours per day, 5 days per week). Please refer to the Handbook for additional information regarding work schedules and suspension of alternative work schedules (AWS) during training, and the leave policy. You should continue throughout ADOTP Remote and F2F residential training to keep your WebTA status as an eight-hour/day schedule.

Live Sessions

Most of the live sessions will take place at the same time each day, but please check the schedule for the exact times (see p. 7). In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

Exams

(b)(7)(e)

Exams for ADOTP will be administered during the F2F training at the Federal Law Enforcement Training Center (FLETC) in . The exams consist of a mock interview exam with written assessment exam, each worth 25% of the grade (50% of the total course grade), and one multiple choice exam worth 50% of the overall course grade. The ADOTP exams are cumulative and incorporate foundational materials covered in RAIO CTP Distance & Remote Training and ADOTP Distance & Remote Training, as well as asylum-specific materials covered in the ADOTP F2F.

After having successfully completed RAIO CTP, officers next must pass ADOTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the ADOTP exams.

As noted in the RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

(b)(6)

Questions that arise throughout the training should be addressed during the live sessions. Please direct all urgent questions to:

Best of luck!

The Asylum & RAIO Training Teams

Login Instructions for a Live WebEx Webinar

1. For each live WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. You may login as a group or individually. When you login WebEx will give you the option to enter your phone number and the system will call you. Please have the program call you. Do not call in with your phone prior to logging in with your computer.
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session at least 10 minutes prior to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using Google Chrome.
 - c. The first time you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. Enter your phone number and click “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**

Troubleshooting:

- If WebEx is not opening in Google Chrome, try using Internet Explorer or Microsoft Edge.
 - **If, when you are trying to access a WebEx session the system does not load, click on the “run temporary application” option to start a temporary WebEx application to join the session.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
 5. If you have any questions once you have entered the session, use the chat box on the right-hand side.

If you have any questions before a session or are unable to get in to the session, please email:

(b)(6)

ADOTP DISTANCE & REMOTE TRAINING SYLLABUS

Unit	Time Allocated	Links to Feedback Surveys
LIVE: Welcome & Overview of ADOTP Distance and Remote Training and FLETC Q&A	1 hour	Feedback Survey
LP Asylum Corps Values and Goals: Reading	.5 hour	N/A
LP History of the Asylum Program: Reading	1 hour	N/A
LP Asylum Process and Procedures: Reading	.75 hour	N/A
Asylum Process and Procedures Manual and Introduction to the AAPM Wiki: Presentation and Exercise Click here to view webinar	1.5 hours	N/A
*Asylum Forms for ADOTP: Reading Form: I-589 and Instructions Record: Applicant and Interpreter Oaths Form: G-28 and Instructions Waiver: Presence of Representative Notice: Mail-Out Notice: Pick-Up	1 hour	N/A
Intro to Decision Writing: Presentation Click here to view webinar	.25 hour	
LP Decision Writing, Part 1: Reading	.5 hour	N/A
LP One-Year Filing Rule: Reading	1 hour	N/A
LP Decision Writing, Part 2: Reading	1 hour	N/A
Materials for Decision Writing: Reading Assessment to Grant Assessment to Refer Assessment Flowchart Sample Grant Assessment Sample Credibility Referral Sample NOID Past Persecution Determination QA Checklist	2 hours	N/A

<p>Webinar: One Year Filing Deadline</p> <ul style="list-style-type: none"> Other Materials: PowerPoint 	1 hour	Feedback Survey
<p>Webinar: Note Taking</p> <ul style="list-style-type: none"> Practical Exercise: Watch Interview Video in Windows Media Video (it may take up to 15 min to load) and take notes in your template as if you are the AO, upload to the ECN upon completion. Other Materials: PowerPoint 	1.5 hours	Feedback Survey
<p>Webinar: UACs</p> <ul style="list-style-type: none"> Other Materials: PowerPoint 	.75 hour	Feedback Survey
LP Credible Fear: Reading	1.25 hours	N/A
<p>Exercise: Decision Writing (DW)</p> <p>Assessment Writing Practical Exercise (to be reviewed in DW Overview Part 2, linked below)</p>	2 hours	N/A
<p>Webinar: Decision Writing Overview</p> <ul style="list-style-type: none"> Part 1 - Webinar Part 2 - Webinar 	3 hours	Part 1 - Feedback Survey Part 2 - Feedback Survey
LIVE : Q&A on Note Taking, UACs, & OYFD	1 hour	Feedback Survey
<p>Webinars: Security Checks</p> <ul style="list-style-type: none"> Other Materials: PowerPoint, PowerPoint 	3 hours	Feedback Survey
<p>Presentation and Exercises: Trafficking</p> <p>Click here to view webinar</p> <p>Trafficking Exercise 1</p> <p>Trafficking Exercise 2</p>	1.25 hours	N/A
<p>Presentation: Full Global-APSO</p> <p>Click here to view webinar</p>	1.25 hours	N/A

Webinar: Criminal Bars (90 min) • Other Materials: <u>PowerPoint</u>	1.5 hours	<u>Feedback Survey</u>
LP Reasonable Fear: Reading	1.5 hours	N/A
LP Mandatory Bars Overview and Criminal Bars: Reading	1.25 hours	N/A
LP Safe Third Country: Reading	.5 hour	N/A
Webinar: FLETC Overview and Welcome • Other Materials: <u>PowerPoint</u>	1 hour	<u>Feedback Survey</u>
LIVE: Part 1 - Security Checks, Criminal Bars, & Decision Writing Overview Q&A Part 2 – FLETC Q&A	2 hours	Part 1 - <u>Feedback Survey</u> Part 2 - <u>Feedback Survey</u>
Presentation: Full Global-Affirmative <u>Click here to view webinar</u>	.5 hour	N/A
Webinar: <u>India COI, Eliciting Testimony, and Fraud</u> (PW: India2019!)	3.5 hours	N/A
Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each task complete after you have completed it on your <u>RAIO DT/Remote & ADOTP DT/Remote Attestation.</u>		

*Note: Some of the hyperlinks in the Word doc above only function in Chrome, Edge, or Firefox

**LIVE SESSIONS FOR 2004C/2004D
ADOTP DISTANCE & REMOTE TRAINING**

Thursday, April 2, 2020 (Day 26)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT:
 - Welcome & Overview of ADOTP Distance and Remote Training and FLETC Q&A
 - Facilitated by HQ Instructors

Tuesday, April 7, 2020 (Day 29)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT:
 - Q&A on Note Taking, UACs, & OYFD
 - Facilitated by HQ Instructors

Thursday, April 9, 2020 (Day 31)

- 1:30 p.m. – 3:30 p.m. EDT/12:30 p.m. – 2:30 p.m. CDT/10:30 a.m. – 12:30 p.m. PDT:
 - Part 1 - Security Checks, Criminal Bars, & Decision Writing Q&A
 - Part 2 – FLETC Q&A
 - Facilitated by HQ Instructors

**Asylum Division Officer Training Program (ADOTP)
Distance & Remote Training 2005/2006
Instructions and Syllabus**

Introduction

Welcome to ADOTP Distance & Remote Training for **2005/2006!**

Asylum Division training for new officers includes RAIO and Asylum Division Distance & Remote Trainings, followed by the Face-to-Face (F2F) Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training Program.

Asylum Officers are required to successfully complete - to the standard of the agency - each component of RAIO Directorate Officer Training Program. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (see: Job Announcement and [RAIO Directorate Officer Training Handbook](#)).

This document contains information you will need to complete the Asylum Division Distance & Remote Training. Officers are required to follow the guidance in the RAIO CTP Distance/Remote Training Instructions and Syllabus with respect to all aspects of the Distance & Remote Training.

Syllabus & Attestation

See below for the ADOTP Distance & Remote Training Syllabus. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e., read the proscribed LP on the same day as a webinar on that topic where possible, etc.).
- You will be prompted for a password when opening the webinars.
 - Use for the webinars in **yellow**. (b)(7)(e)
 - Use for the webinars in **green**.

You will be required to certify that you have completed each training tasks by marking it as complete on the [RAIO DT/Remote & ADOTP DT/Remote Attestation](#) (please bookmark this link and open it in Chrome). You should mark each training module complete after you have completed it. By marking each item complete and certifying your completion at the end of the form, you are:

- attesting you have duly completed the tasks in accordance with the applicable training guidelines ,
- attesting that you have been allotted the required time to complete these tasks,
- acknowledging you are responsible for all materials covered during any period of pre-approved absence and that some or all materials covered during any absence(s) may be tested on exams, and
- acknowledging that you understand the leave policy while in training and provisions contained within the [RAIO Training Certification Statement](#) (see [RAIO Directorate Officer Training Handbook](#) pages 7-9, 25-28).

Work Schedule

Please refer to the Handbook for information regarding work schedules and the leave policy.

Live Sessions

Most of the live sessions will take place at the same time each day, but please check the schedule for the exact times (see p. 7). In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

Exams

(b)(7)(e)

Exams for ADOTP will be administered during the F2F training at the Federal Law Enforcement Training Center (FLETC) in [redacted]. The exams consist of a mock interview exam with written assessment exam, each worth 25% of the grade (50% of the total course grade), and one multiple choice exam worth 50% of the overall course grade. The ADOTP exams are cumulative and incorporate foundational materials covered in RAIO CTP Distance & Remote Training and ADOTP Distance & Remote Training, as well as asylum-specific materials covered in the ADOTPF2F.

After having successfully completed RAIO CTP, officers next must pass ADOTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the ADOTP exams.

As noted in the RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

(b)(6)

Questions that arise throughout the training should be addressed during the live sessions. Please direct all urgent questions to: [redacted]

Best of luck!

The Asylum & RAIO Training Teams

Login Instructions for a Live WebEx Webinar

1. For each **live** WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. You may login as a group or individually. When you login WebEx will give you the option to enter your phone number and the system will call you. **Please have the program call you. Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session **at least 10 minutes prior** to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and click “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**

Troubleshooting:

- **If WebEx is not opening in Google Chrome, try using Internet Explorer or Microsoft Edge.**
 - **If, when you are trying to access a WebEx session the system does not load, click on the “run temporary application” option to start a temporary WebEx application to join the session.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
 5. If you have any questions once you have entered the session, use the chat box on the right-hand side.

If you have any questions before a session or are unable to get in to the session, please email: ^{(b)(6)}

ADOTP DISTANCE & REMOTE TRAINING SYLLABUS

Unit	Time Allocated	Links to Feedback Surveys
LIVE: Welcome & Overview of ADOTP Distance and Remote Training and FLETC Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
LP Asylum Corps Values and Goals: <i>Reading</i>	<i>.5 hour</i>	N/A
LP History of the Asylum Program: <i>Reading</i>	<i>1 hour</i>	N/A
LP Asylum Process and Procedures: <i>Reading</i>	<i>.75 hour</i>	N/A
Asylum Process and Procedures Manual and Introduction to the AAPM Wiki: <i>Presentation and Exercise</i> <u>Click here to view webinar</u> <ul style="list-style-type: none"> ○ Other Materials: <u>PowerPoint</u> ○ Other Materials: <u>AAPM Practical Exercise</u> 	<i>1.5 hours</i>	N/A
*Asylum Forms for ADOTP: <i>Reading</i> Form: <u>I-589 and Instructions</u> Record: <u>Applicant and Interpreter Oaths</u> Form: <u>G-28 and Instructions</u> Waiver: <u>Presence of Representative</u> Notice: <u>Mail-Out</u> Notice: <u>Pick-Up</u>	<i>1 hour</i>	N/A
Intro to Decision Writing: <i>Presentation</i> <u>Click here to view webinar</u>	<i>.25 hour</i>	
LP Decision Writing, Part 1: <i>Reading</i>	<i>.5 hour</i>	N/A
LP One-Year Filing Rule: <i>Reading</i>	<i>1 hour</i>	N/A
LP Decision Writing, Part 2: <i>Reading</i>	<i>1 hour</i>	N/A
Materials for Decision Writing: <i>Reading</i> <u>Assessment to Grant</u> <u>Assessment to Refer</u> <u>Assessment Flowchart</u> <u>Sample Grant Assessment</u> <u>Sample Credibility Referral</u> <u>Sample NOID</u> <u>Past Persecution Determination QA Checklist</u>	<i>2 hours</i>	N/A

Webinar: One Year Filing Deadline ○ Other Materials: PowerPoint	<i>1 hour</i>	Feedback Survey
Webinar: Note Taking ○ Practical Exercise: Watch Interview Video in Windows Media Video (it may take up to 15 min to load) and take notes in your template as if you are the AO, upload to the ECN upon completion. ○ Other Materials: PowerPoint	<i>1.5 hours</i>	Feedback Survey
Webinar: UACs • Other Materials: PowerPoint	<i>.75 hour</i>	Feedback Survey
LP Credible Fear: <i>Reading</i>	<i>1.25 hours</i>	N/A
Exercise: Decision Writing (DW) Assessment Writing Practical Exercise (to be reviewed in DW Overview Part 2, linked below)	<i>2 hours</i>	N/A
Webinar: Decision Writing Overview • Part 1 - Webinar • Part 2 - Webinar	<i>3 hours</i>	Part 1 - Feedback Survey Part 2 - Feedback Survey
LIVE: Q&A on Note Taking, UACs, & OYFD	<i>1 hour</i>	Feedback Survey
Webinars: Security Checks • Other Materials: PowerPoint , PowerPoint	<i>3 hours</i>	Feedback Survey
Presentation and Exercises: Trafficking Click here to view webinar Trafficking Exercise 1 Trafficking Exercise 2	<i>1.25 hours</i>	N/A
Presentation: Full Global-APSO Click here to view webinar	<i>1.25 hours</i>	N/A

Webinar: Criminal Bars (90 min) <ul style="list-style-type: none"> Other Materials: PowerPoint 	<i>1.5 hours</i>	Feedback Survey
LP Reasonable Fear: <i>Reading</i>	<i>1.5 hours</i>	N/A
LP Mandatory Bars Overview and Criminal Bars: <i>Reading</i>	<i>1.25 hours</i>	N/A
LP Safe Third Country: <i>Reading</i>	<i>.5 hour</i>	N/A
Webinar: FLETC Overview and Welcome <ul style="list-style-type: none"> Other Materials: PowerPoint 	<i>1 hour</i>	Feedback Survey
LIVE: Part 1 - Security Checks, Criminal Bars, & Decision Writing Overview Q&A Part 2 – FLETC Q&A	<i>2 hours</i>	Part 1 - Feedback Survey Part 2 - Feedback Survey
Presentation: Full Global-Affirmative Click here to view webinar	<i>.5 hour</i>	N/A
Webinar: India COI, Eliciting Testimony, and Fraud (PW: India2019!)	<i>3.5 hours</i>	N/A
Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each task complete after you have completed it on your <u>RAIO DT/Remote & ADOTPDT/Remote Attestation.</u>		

**Note: Some of the hyperlinks in the Word doc above only function in Chrome, Edge, or Firefox*

LIVE SESSIONS FOR 2005/2006 ADOTP DISTANCE & REMOTE TRAINING

Thursday, April 23, 2020 (Day 26)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Welcome & Overview of ADOTP Distance and Remote Training and FLETC Q&A

Tuesday, April 28, 2020 (Day 29)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Note Taking, UACs, and OYFD Q&A

Thursday, April 30, 2020 (Day 31)

- 11:30 a.m. – 1:30 p.m. EDT/10:30 a.m. – 12:30 a.m. CDT/8:30 a.m. – 10:30 a.m. PDT
 - **Part 1** - Security Checks, Criminal Bars, and Decision Writing Q&A
 - **Part 2** – FLETC Q&A

Asylum Division Officer Training Program (ADOTP) Distance Training Syllabus and Completion Attestation – Instructions for Students

Introduction

Asylum Division training for new officers includes RAIO and Asylum Division Distance Training followed by Face-to-Face Classroom components, the RAIO Combined Training Program (RAIO CTP) and the Asylum Division Officer Training Program (ADOTP). Together these components comprise RAIO Directorate Officer Training. Asylum Officers are required to successfully complete to the standard of the agency each component of RAIO Directorate Officer Training. Continued employment as an Asylum Officer is contingent upon successful completion of these courses (See: Job Announcement and RAIO Directorate Officer Training Handbook).

This document contains information you will need to complete the Asylum Division Distance Training. See the RAIO CTP Distance Training Workbook for information on the additional completion requirements for the RAIO CTP DT. Officers are required to follow the guidance in the Handbook with respect to all aspects of the Distance Training as well as the following procedures.

Procedures for Completing the ADOTP Distance Training

The syllabus for the ADOTP Distance Training is on the following pages. Please follow these instructions to complete the DT:

- Complete each unit and any corresponding assignments within the proscribed timeframes. The units are not currently listed in any preferred order. HQ recommends that AOs plan unit completions with TO guidance so that units are completed in a way that logically connects subject matters (i.e. read the proscribed LP on the same day as a webinar on that topic where possible, etc.). Asylum DT units may be completed in conjunction with RAIO CTP units, particularly when the subject matter is related.

- You will be prompted for a password when opening the webinars. Use (b)(7)(e)
- When you have completed a unit, initial and date the corresponding box.
- Once you have completed all of the Distance Training units, you and an Asylum Training Officer or Manager from your office must sign and date the Completion Attestation form to verify proper completion of all units.

(b)(6)

- Scan and email a copy of all pages of the Asylum Division Distance Training Syllabus and Completion Attestation to **Title your email and attachment as follows: *Last Name, First Name - ADOTP DT – Completion Attestation***

PILOT ADOTP DISTANCE TRAINING SYLLABUS FOR NEW ASYLUM OFFICERS

Unit	Time Allocated	Initial & Date Upon Completion
LP Asylum Corps Values and Goals: <i>Reading</i>	<i>.5 hour</i>	
LP History of the Asylum Program: <i>Reading</i>	<i>1 hour</i>	
Past Persecution - Rebuttable Presumption: Presentation Click here to view webinar	<i>2 hours</i>	
LP Asylum Process and Procedures: <i>Reading</i>	<i>.75 hour</i>	
Asylum Process and Procedures Manual and Introduction to the AAPM Wiki: Presentation and Exercise Click here to view webinar	<i>1.5 hours</i>	
*Asylum Forms for ADOTP: <i>Reading</i> Form: I-589 and Instructions Record: Applicant and Interpreter Oaths Form: G-28 and Instructions Waiver: Presence of Representative Notice: Mail-Out Notice: Pick-Up	<i>1 hour</i>	
LP Decision Writing, Part 1: <i>Reading</i>	<i>.5 hour</i>	
LP Decision Writing, Part 2: <i>Reading</i>	<i>1 hour</i>	
Materials for Decision Writing: <i>Reading</i> Assessment to Grant Assessment to Refer Assessment Flowchart Sample Grant Assessment Sample Credibility Referral Sample NOID Past Persecution Determination QA Checklist	<i>2 hour</i>	
Intro to Decision Writing: Presentation Click here to view webinar	<i>.25 hour</i>	
Decision Writing: <i>Exercise</i> Officers complete a writing exercise created by HQ. Feedback	<i>2 hours</i>	

will be provided to the officers at the Face-to- Face. <u>Assessment Writing Practical Exercise</u>		
LP One-Year Filing Rule: <i>Reading</i>	<i>1 hour</i>	
LP Mandatory Bars Overview and Criminal Bars: <i>Reading</i>	<i>1.25 hours</i>	
LP Credibility – ASYLUM SUPPLEMENT: <i>Reading (review)</i>	<i>1 hour</i>	
LP Credible Fear: <i>Reading</i>	<i>1.25 hours</i>	
LP Reasonable Fear: <i>Reading</i>	<i>1.5 hours</i>	
LP Safe Third Country: <i>Reading</i>	<i>.5 hour</i>	
LP ABC/NACARA: <i>Reading</i>	<i>3 hours</i>	
Trafficking: Presentation and Two Exercises <u>Click here to view webinar</u> <u>Trafficking Exercise 1</u> <u>Trafficking Exercise 2</u>	<i>1.25 hours</i>	
Affirmative Asylum Interview: <i>Observation</i>	<i>2 hours</i>	
Protection Screening Interviews: <i>Observation</i> Officers should observe CF or RF interviews (preferably conducted by different officers).	<i>4 hours</i>	
Full Global-Affirmative: Presentation <u>Click here to view webinar</u>	<i>.5 hour</i>	
Full Global-APSO: Presentation <u>Click here to view webinar</u>	<i>1.25 hours</i>	

**Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox*

The Pilot ADOTP Distance Training schedule totals 30 hours (around 4 business days, depending upon AO work schedules). This includes 13.25 hours specifically devoted to reading Lesson Plans. Upon completion of all the units, Asylum Officers and a Training Officer or Manager must sign and submit the below attestation, along with the initialed syllabus, to the HQ Training Team at:

(b)(6)

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the ADOTP Distance Training units, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the ADOTP Distance Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the ADOTP Distance Training lesson units and hereby verify that the officer has completed all such required lesson units according to the requirements of the ADOTP Distance Training guidelines.

Asylum Training Officer or Local Office Management – Printed Name and Title

Asylum Training Officer or Local Office Management – Signature

Date

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

Dates for 2002A and 2002B

USCIS-ADOTP 2002A: (48 person)

- EOD cutoff date: December 8, 2019
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: December 10, 2019
 - Exam dates: Monday, December 20, 2019 and Tuesday, January 14, 2020
 - RAIO CTP Live webinars: December 10, 13, 16, 19, 23, 26, 27, 31; January 3, 6, 9 13, 14, 15
 - Date ADOTP Distance and Remote Training begins: January 16, 2020
 - ADOTP Live Webinars: January 16, 22, 23, 24
- Face to Face at FLETC
 - Travel Day to FLETC: Monday, January 27
 - ADOTP Class dates: January 28 – February 13
 - Guided Mock: Monday, February 3
 - Practice Mock: Wednesday, February 5
 - Final Mock Interview Exam: Monday, February 10
 - Final Multiple Choice Exam: Thursday, February 13
 - Travel Home: Friday, February 14

USCIS-ADOTP 2002B: (24 person)

- EOD cutoff date: December 8, 2019
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: December 10, 2019
 - Exam dates: Monday, December 20, 2019 and
 - RAIO CTP Live webinars: December 10, 13, 16, 19, 23, 26, 27, 31; January 3, 6, 9 13, 14, 15
 - Date ADOTP Distance and Remote Training begins: January 16, 2020
 - ADOTP Live Webinars: January 16, 22, 23, 24
- Face to Face at FLETC
 - Travel Day to FLETC: Tuesday January 28
 - ADOTP Class dates: January 29 – February 14
 - Guided Mock: Tuesday February 4
 - Practice Mock: Thursday February 6
 - Final Mock Interview Exam: Tuesday February 11
 - Final Multiple Choice Exam: Friday February 14
 - Travel Home: Saturday February 15

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

USCIS-ADOTP 2003: (48 person)

- EOD cutoff date: December 22, 2019
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: December 30, 2019
 - Exam dates: Friday, January 17, 2020 and Monday, February 3, 2020
 - RAIO CTP Live webinars: December 30, 31; January 3, 6, 9, 13, 14, 15, 16, 21, 23, 24, 29, 31, February 3, 4
 - Date ADOTP Distance and Remote Training begins: February 5, 2020
 - ADOTP Live Webinars: February 5, 10, 11, 12
- Face to Face at FLETC
 - Travel Day to FLETC: Thursday, February 13
 - ADOTP Class dates: February 14 – March 4
 - Guided Mock: Friday, February 21
 - Practice Mock: Tuesday, February 25
 - Final Mock Interview Exam: Friday, February 28
 - Final Multiple Choice Exam: Wednesday, March 4
 - Travel Home: Thursday, March 5

USCIS-ADOTP 2004: (48 person)

- EOD cutoff date: December 22, 2019
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: December 30, 2019
 - Exam dates: Friday, January 17, 2020 and Monday, February 3, 2020
 - RAIO CTP Live webinars: December 30, 31; January 3, 6, 9, 13, 14, 15, 16, 21, 23, 24, 29, 31, February 3, 4
 - Date ADOTP Distance and Remote Training begins: February 5, 2020
 - ADOTP Live Webinars: February 5, 10, 11, 12
- Face to Face at FLETC
 - Travel Day to FLETC: Monday, February 17 (HOLIDAY Presidents Day)
 - ADOTP Class dates: February 18 – March 5
 - Guided Mock: Monday, February 24
 - Practice Mock: Wednesday, February 26
 - Final Mock Interview Exam: Monday, Mar 2
 - Final Multiple Choice Exam: Thursday, Mar 5
 - Travel Home: Friday, March 6

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

USCIS-ADOTP 2004A: (24 person, waitlist for 48)

- EOD cutoff date: January 5, 2020
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: Friday, January 17, 2020
 - Exam dates: Thursday, February 6, 2020 and Friday, February 21, 2020
 - RAIO CTP Live webinars: January 17, 21, 23, 24, 29, 31, February 3, 4, 5, 7, 11, 13, 14, 18, 20, 21, 24
 - Date ADOTP Distance and Remote Training begins: February 25, 2020
 - ADOTP Live Webinars: February 25, 28, March 3
- Face to Face at FLETC
 - Travel Day to FLETC: Wednesday, March 4
 - ADOTP Class dates: March 5 - 23
 - Guided Mock: Wednesday, March 11
 - Practice Mock: Friday, March 13
 - Final Mock Interview Exam: Wednesday, March 18
 - Final Multiple Choice Exam: Monday, March 23
 - Travel Home: Tuesday, March 24

USCIS-ADOTP 2004B: (48 person)

- EOD cutoff date: January 5, 2020
- Distance and Remote Training
 - Date RAIO CTP Distance and Remote Training begins: Friday, January 17, 2020
 - Exam dates: Thursday, February 6, 2020 and Friday, February 21, 2020
 - RAIO CTP Live webinars: January 17, 21, 23, 24, 29, 31, February 3, 4, 5, 7, 11, 13, 14, 18, 20, 21, 24
 - Date ADOTP Distance and Remote Training begins: February 25, 2020
 - ADOTP Live Webinars: February 25, 28, March 3
- Face to Face at FLETC
 - Travel Day to FLETC: Thursday, March 5
 - ADOTP Class dates: March 6 - 24
 - Guided Mock: Thursday, March 12
 - Practice Mock: Monday, March 16
 - Final Mock Interview Exam: Thursday, March 19
 - Final Multiple Choice Exam: Tuesday, March 24
 - Travel Home: Wednesday, March 25

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

(b)(7)(e)

<input type="checkbox"/> USCIS_ADOTP-2002A assigned space	01/28/2020 - 02/13/2020	USCIS 48 Students - published in the SASS,
<input type="checkbox"/> USCIS_ADOTP-2002B assigned space	01/29/2020 - 02/14/2020	USCIS 24 Students - published in the SASS,
<input type="checkbox"/> USCIS_ADOTP-2003 assigned space	02/14/2020 - 03/04/2020	USCIS 48 Students – published in the SASS,
<input type="checkbox"/> USCIS_ADOTP-2004 assigned space	02/18/2020 - 03/05/202	USCIS 48 Students – published in the SASS,
<input type="checkbox"/> USCIS_ADOTP-2004A assigned space, waitlisted for 48-person classroom, can do with 24-person class	03/05/2020 - 03/23/2020	USCIS 48 Students - published in the SASS,
<input type="checkbox"/> USCIS_ADOTP-2004B assigned space	03/06/2020 - 03/24/2020	USCIS 48 Students - published in the SASS,

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

Anticipated dates for Q3 – these dates and numbers not yet confirmed by FLETC

USCIS-ADOTP 2005A (formerly 2005): (48 person anticipated)

- EOD cutoff date: February 16, 2020
- Distance and Remote Training Range Monday, February 24 – Friday, February 28 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Date RAIO CTP Distance and Remote Training begins: **(TBD)** Monday, February 24 – Friday, February 28
 - Anticipated Exam dates: approximately Wednesday, March 18 and Wednesday, April 1
 - RAIO CTP Live webinars: February 28, March 2, 4, 5, 9, 12, 13, 16, 17, 19, 23, 25, 26, 27, 31, April 1, 2
 - Date ADOTP Distance and Remote Training begins: Friday, April 3
 - ADOTP Live Webinars: April 3, 8, 10
- Face to Face at FLETC
 - Travel Day to FLETC: Monday, April 13
 - ADOTP Class dates: April 14 – April 30
 - Guided Mock: Monday, April 20
 - Practice Mock: Wednesday, April 22
 - Final Mock Interview Exam: Monday, April 27
 - Final Multiple Choice Exam: Thursday, April 30
 - Travel Home: Friday, May 1

USCIS-ADOTP 2005B (formerly 2006): (48 person anticipated)

- EOD cutoff date: February 16, 2020
- Distance and Remote Training Monday, February 24 – Friday, February 28 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Date RAIO CTP Distance and Remote Training begins: **(TBD)** Monday, February 24 – Friday, February 28
 - Anticipated Exam dates: approximately Wednesday, March 18 and Wednesday, April 1
 - Anticipated RAIO CTP Live webinars: approximately February 28, March 2, 4, 5, 9, 12, 13, 16, 17, 19, 23, 25, 26, 27, 31, April 1, 2
 - Anticipated Date ADOTP Distance and Remote Training begins: approximately Friday, April 3
 - Anticipated ADOTP Live Webinars: approximately April 3, 8, 10
- Face to Face at FLETC
 - Travel Day to FLETC: Tuesday, April 14
 - ADOTP Class dates: April 15 – May 1
 - Guided Mock: Tuesday, April 21
 - Practice Mock: Thursday, April 23
 - Final Mock Interview Exam: Tuesday, April 28
 - Final Multiple Choice Exam: Friday, May 1
 - Travel Home: Saturday, May 2

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

USCIS-ADOTP 2005 (formerly 2006A): (48 person anticipated)

- EOD cutoff date: March 1, 2020
- Distance and Remote Training Monday, March 16 – Friday, March 20 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Anticipated Date RAI0 CTP Distance and Remote Training begins: (TBD) Monday, March 16 – Friday, March 20
 - Anticipated Exam dates: approximately Wednesday, April 8 and Wednesday, April 22
 - Anticipated RAI0 CTP Live webinars: approximately March 20, 23, 25, 26, 31, April 2, 3, 6, 7, 9, 13, 15, 16, 17, 21, 22, 23
 - Anticipated Date ADOTP Distance and Remote Training begins: approximately Friday, April 24
 - Anticipated ADOTP Live Webinars: approximately April 24, 29, May 1
- Face to Face at FLETC
 - Travel Day to FLETC: Monday, May 4
 - ADOTP Class dates: May 5 – May 21
 - Guided Mock: Monday, May 11
 - Practice Mock: Wednesday, May 13
 - Final Mock Interview Exam: Monday, May 18
 - Final Multiple Choice Exam: Thursday, May 21
 - Travel Home: Friday, May 22

USCIS-ADOTP 2006 (formerly 2006B): (48 person anticipated)

- EOD cutoff date: March 1, 2020
- Distance and Remote Training Monday, March 16 – Friday, March 20 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Anticipated Date RAI0 CTP Distance and Remote Training begins: (TBD) Monday, March 16 – Friday, March 20
 - Anticipated Exam dates: approximately Wednesday, April 8 and Wednesday, April 22
 - Anticipated RAI0 CTP Live webinars: approximately March 20, 23, 25, 26, 31, April 2, 3, 6, 7, 9, 13, 15, 16, 17, 21, 22, 23
 - Anticipated Date ADOTP Distance and Remote Training begins: approximately Friday, April 24
 - Anticipated ADOTP Live Webinars: approximately April 24, 29, May 1
- Face to Face at FLETC
 - Travel Day to FLETC: Tuesday, May 5
 - ADOTP Class dates: May 6 – May 22
 - Guided Mock: Tuesday, May 12
 - Practice Mock: Thursday, May 14
 - Final Mock Interview Exam: Tuesday, May 19
 - Final Multiple Choice Exam: Friday, May 22
 - Travel Home: Saturday, May 23

USCIS-ADOTP Anticipated Training Dates For FY20, Q2 and Q3

USCIS-ADOTP 2006A (formerly 2006C): (48 person anticipated)

- EOD cutoff date: March 29, 2020
- Distance and Remote Training Monday, April 6 – Friday, April 10 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Anticipated Date RAIO CTP Distance and Remote Training begins: (TBD) Monday, April 6 – Friday, April 10
 - Anticipated Exam dates: approximately Wednesday, April 29 and Wednesday, May 13
 - Anticipated RAIO CTP Live webinars: approximately April 10, 13, 15, 16, 21, 23, 24, 27, 28, 30, May 4, 6, 7, 8, 12, 13, 14
 - Anticipated Date ADOTP Distance and Remote Training begins: approximately Friday, May 15
 - Anticipated ADOTP Live Webinars: approximately May 15, 20, 22
- Face to Face at FLETC
 - Travel Day to FLETC: Tuesday, May 26
 - ADOTP Class dates: May 27 – June 11
 - Guided Mock: Tuesday, June 2
 - Practice Mock: Thursday, June 4
 - Final Mock Interview Exam: Tuesday, June 9
 - Final Multiple Choice Exam: Friday, June 12
 - Travel Home: Saturday, June 13

USCIS-ADOTP 2006B (formerly 2006D): (48 person anticipated)

- EOD cutoff date: March 29, 2020
- Distance and Remote Training Monday, April 6 – Friday, April 10 – **PLEASE NOTE: start date of remote, thus all subsequent exam and live session dates are TBD, within the starting range listed below**
 - Date RAIO CTP Distance and Remote Training begins: (TBD) Monday, April 6 – Friday, April 10
 - Anticipated Exam dates: approximately Wednesday, April 29 and Wednesday, May 13
 - Anticipated RAIO CTP Live webinars: approximately 10, 13, 15, 16, 21, 23, 24, 27, 28, 30, May 4, 6, 7, 8, 12, 13, 14
 - Anticipated Date ADOTP Distance and Remote Training begins: approximately Friday, May 15
 - Anticipated ADOTP Live Webinars: approximately May 15, 20, 22
- Face to Face at FLETC
 - Travel Day to FLETC:
 - ADOTP Class dates: May 28 – June 12
 - Guided Mock: Wednesday, June 3
 - Practice Mock: Friday, June 5
 - Final Mock Interview Exam: Wednesday, June 10
 - Final Multiple Choice Exam: Monday, June 15
 - Travel Home: Tuesday, June 16

Anticipated class names and dates (not yet confirmed by FLETC):

(b)(7)(e)


USCIS_ADOTP-2005A	04/14/2020 - 04/30/2020	USCIS 48 Students
USCIS_ADOTP-2005B	04/15/2020 - 05/01/2020	USCIS 48 Students
USCIS_ADOTP-2005	05/05/2020 - 05/21/2020	USCIS 48 Students
USCIS_ADOTP-2006	05/06/2020 - 05/22/202	USCIS 48 Students
USCIS_ADOTP-2006A	05/27/2020 - 06/12/2020	USCIS 48 Students
USCIS_ADOTP-2006B	05/28/2020 - 06/15/2020	USCIS 48 Students



December 18, 2019

Memorandum

TO: Asylum Division Chief and Deputy Chief
Asylum Field Office Directors and Deputy Directors
Asylum Officer Training Participants
Asylum Field Office Mission Support Specialists
Asylum Field Office Training Officers

FROM: Joyce A. Stadnick 
Chief, RAIO Training Branch

SUBJECT: Refugee, Asylum, and International Operations Directorate Officer Training: RAIO Combined Training Program (RAIO CTP) and Asylum Division Officer Training Program (ADOTP) 2002A and 2002B

The purpose of this memorandum is to provide information needed to assist participants¹ and their home offices in preparing for the upcoming RAIO Directorate Officer Training Course and the Asylum Division Officer Training Program (ADOTP).

Please review this memorandum and the RAIO Directorate Officer Training Handbook (“Handbook”) located on the ECN before contacting the RAIO Training Branch or the Asylum Division Headquarters Training Branch with questions. Most of the information in this memorandum is described in further detail in the Handbook, which new officers should already have been advised to read as part of their division’s onboarding process. This memorandum highlights key pre-travel information, including specific dates, course titles, points of contact, etc., which are not found in the Handbook.

This memorandum contains the following:

1. Course Names, Dates, and Locations
2. Work Schedule While Attending the Face-to-Face Residential Trainings
3. Pre-Training Preparation (Note: this section includes information on travel)

¹ The terms “participants” and “students” are used interchangeably in this memorandum.

4. Participant Evaluation
5. Code of Conduct
6. How to Contact the Training Staff if You Have Questions
7. Important Attachments

1. COURSE NAMES, DATES, AND LOCATIONS

1.1 The RAIO Directorate Officer Training Course

The umbrella term for RAIO's training program for new officers is the RAIO Directorate Officer Training Course. All new Asylum Officers must attend this course, which comprises the following:

RAIO Combined Training Program (RAIO CTP): Distance Training (DT) and Remote Training

and

Asylum Division Officer Training Program (ADOTP): Distance Training, Remote Training, and Face-to-Face Training.

The structure of the RAIO Directorate Officer Training Course has been modified so that part of the face-to-face content is being delivered via Remote Training. The content and instructors, however, remain the same as in earlier iterations of the RAIO Directorate Officer Training. The RAIO CTP and ADOTP consist of the following:

RAIO CTP:

- Distance/Remote Training
Approximately 145 hours of distance and remote training that new officers complete with some supervision while in their home office. This includes pre-recorded and live webinars. Attestations* to verify participation must be submitted upon completion of the CTP DT/Remote. Officers take this training, and must successfully complete RAIO CTP multiple choice exams, prior to attending the Face-to-Face training at FLETC.

(b)(6)

* (Note: Officers must submit RAIO CTP Completion Attestations to the HQ DT Attestation mailbox, [REDACTED] no later than COB Wednesday, January 15, 2020.)

ADOTP:

(b)(7)(e)

- The Asylum Division Officer Training Program (ADOTP)
Consists of a roughly 39-hour DT/Remote* in the officer's home office. This includes pre-recorded modules and live webinars. There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in [REDACTED] [REDACTED] Exams for the ADOTP are administered at FLETC.

(b)(6)
* (Note: Officers must submit ADOTP DT Completion Attestations to the HQ DT Attestation mailbox [redacted] no later than COB Friday, January 24, 2020.)

1.2 Location of F2F Training, Course Designation, and Dates

The F2F portion of the training is conducted at the Federal Law Enforcement Training Center (FLETC) in [redacted] (b)(7)(e)

RAIO and the FLETC have different designations for the same courses conducted at the FLETC. When communicating with the FLETC, please use the complete FLETC designation that includes the location of the training [redacted] and our agency, USCIS.

RAIO designation

- ADOTP 2002A
- ADOTP 2002B

FLETC designation

- [redacted] USCIS_ADOTP-2002A
- [redacted] USCIS_ADOTP-2002B

- ADOTP 2002A
 - Arriving travel day: Monday, January 27, 2020
 - Course dates: Tuesday, January 28 –Thursday, February 13, 2020
 - Departing travel day: Friday, February 14, 2020
- ADOTP 2002B
 - Arriving travel day: Tuesday, January 28, 2020
 - Course dates: Wednesday, January 29 – Friday, February 14, 2020
 - Departing travel day: Saturday, February 15, 2020

2. WORK SCHEDULE WHILE ATTENDING THE FACE-TO-FACE RESIDENTIAL TRAININGS

Please see p.7-8 of the RAIO Directorate Officer Training Handbook for guidance on the work schedules throughout the duration of DT/Remote and face-to-face training.

3. PRE-TRAINING PREPARATION

There are several things that participants must do prior to attending training. Participants should have already completed some of these requirements. If participants have not done all of these requirements, they must do so immediately. Please refer to and carefully read the Handbook for additional information about these requirements and for any pre-training requirements

3.1 Student Information Questionnaire

No later than five business days after entering on duty at the home office, participants are required to fill out the RAIO CTP Student Information Questionnaire and click on the Save

button on the top left corner of the page to upload the completed questionnaire to the ECN. If you have not already done so, please complete the entire student information questionnaire and upload it as soon as possible. See also Enterprise Collaboration Network (ECN) in the [Handbook](#).

3.2 Personal Identity Verification (PIV) Cards

Participants must obtain a USCIS PIV card and MUST bring it to the FLETC. The PIV card is necessary to access the FLETC campus and to log on to your laptop throughout the training. See also Face-to-Face Training in the [Handbook](#).

3.3 Laptops

All participants will use laptops during the Remote and F2F trainings. Asylum Division students should be issued laptops in their home office to bring with them to the FLETC. Please send any questions about laptops to your division's training staff/mailbox noted below in Section 6, How to Contact the Training Staff if You Have Questions.

3.4 Taking Annual Leave During Training

Please see p. 8-9 in the RAIO Directorate Officer Training [Handbook](#) for more information about taking annual leave throughout the duration of DT/Remote and face-to-face training.

3.5 Requests for Reasonable or Special Accommodations

Participants going to the FLETC who believe that they will require a reasonable or special accommodation to fully participate in this residential training should have submitted a written request for accommodation no later than December 6, 2019. Please be aware that participants who submit requests for accommodation later than December 6 may be required to defer until a later session to allow time to make the appropriate accommodations. This deadline and information was sent to Officers and their home office via email. Reasonable or special accommodations should be requested as outlined in the [Handbook](#) and requests should be supported by medical or other relevant documentation.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The [G-1437](#), Request for Reasonable Accommodation must be completed and signed by the requester, and submitted via email to the USCIS RAIO Program Manager at FLETC, [REDACTED] [REDACTED] and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Division Chief/Deputy Chief, and RAIO directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, it will be submitted to the FLETC.

Please refer to the Handbook for additional information about accommodation requests.

3.6 Travel to the FLETC

The information in this section is from the Handbook. It is included in this memorandum for your quick reference only. You must refer to the Handbook for complete guidance; see Section 8, Travel Arrangements, Transportation, and Related Information.

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the Concur Travel System User Guide to learn how to create authorizations in the Concur system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students at least two weeks before the funds are needed:

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office's students
- to:
- RAIO Travel [redacted] and (b)(6)
 - [redacted] at the RAIO Resource Management Branch.

Funding Codes:

So that training costs can be tracked easily,

- Students traveling to the FLETC use a specific RAIO funding code for each office and
- Instructors use a central RAIO-HQ funding code.

The funding codes and additional important student travel information are in the Handbook, in Section 8, Travel Arrangements, Transportation, and Related Information.

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the Division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

Flight Arrangements

When making flight arrangements, students should keep in mind the schedules of the FLETC shuttles highlighted below in order to reduce the amount of time spent at the airport upon arrival and at departure.

- Travel to the FLETC: (b)(6) (b)(7)(e)
All participants must call the FLETC transportation office at [redacted] five business days in advance of the start of the training and advise them of their flight arrival information. FLETC shuttles pick up students from the nearby airports of [redacted] and [redacted] twice a day only. The [redacted] International Airport is approximately [redacted] of the FLETC, and the [redacted] International Airport is approximately [redacted] of the FLETC. Typically, the FLETC shuttle leaves the [redacted] airports for the FLETC at [redacted] (when necessary). The most convenient airport to get to and from the FLETC with minimal shuttle waiting and transport time is the [redacted] Airport, which is [redacted] from the FLETC. Participants are advised to check prices of flights to various airports and, when cost effective, try to fly into and out of the [redacted] Airport. The FLETC provides shuttles from the [redacted] airport for each of the [redacted] flights arriving into [redacted]. Please confirm the FLETC shuttle departure time when you call with your flight arrival information.

- Travel Home at the End of Training:

When making arrangements to return home at the end of the training, students should schedule their departing flight from the [redacted] airports for no earlier than [redacted] on the return travel day in order to be accommodated by the FLETC shuttle that takes students to those airports. Taxicabs will not be authorized for transport to the airport for return flights. There is [redacted] shuttle from the FLETC to the [redacted] airport and [redacted] shuttle from the FLETC to the [redacted] airport. [redacted] typically depart at [redacted]. Therefore, it is most convenient to schedule a flight that departs at [redacted] in order to avoid long waits at the airport. The FLETC provides shuttles to the [redacted] airport ninety minutes prior to each departing flight.

Refer to the Handbook for additional information about the FLETC shuttles.

3.7 FLETC Self-Registration Process

Effective April 1, 2019, the FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does not replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend the ADOTP, and the student self-registration (self-check-in) process used by the FLETC:

1. The home office registers students on the RAIO ECN (per the procedures that have been in place for several years);
2. After the registration deadline, RAIO sends the name of registered students to the FLETC (via the USCIS Training and Career Development Division – TCDD);
3. The FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN;
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than one week before the designated travel day for the assigned ADOTP course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive from the FLETC. The system times out after 20 minutes, so the FLETC recommends students collect the needed information before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or

has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

An example of the auto-generated email that students receive from the FLETC is included in the Handbook. Emails will be sent from FLETC Training [REDACTED]

[REDACTED] If you have not received an email from the FLETC with instructions to complete self-registration/self-check-in by Friday, January 10, 2020, please notify the appropriate point of contact, as indicated in Section 6 of this memo.

4. PARTICIPANT EVALUATION

RAIO CTP: There will be two multiple choice exams administered during the RAIO CTP DT/Remote training at the home offices. These exams will include information from both the DT and the Remote RAIO CTP component. Continued employment as an Asylum Officer is contingent upon successful completion of both components.

In order to pass the courses, participants must achieve a cumulative score of 70% (the average score of the two multiple choice exams) for the Remote RAIO CTP in order to pass the combined curriculum portion of the RAIO CTP.

ADOTP: There will be one multiple choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. These exams will be administered at ADOTP Face-to-Face training at FLETC. Participants must achieve a minimum score of 70% in order to pass the ADOTP. Continued employment as an Asylum Officer is contingent upon successful completion of this course.

RAIO Training Certification Statement

Prior to the start of the training, Asylum officers and their local office Director or Deputy Director are required to sign and submit the RAIO Training Certification Statement. For instructions on doing this, see attachment, “RAIO CTP and ADOTP Checklist of Important Tasks and Deadlines” under “Participants.” See also Completion Requirements / Participant Evaluation on p. 26 in the Handbook.

5. CODE OF CONDUCT

Professionalism and respect are integral components of the collective success at training. (b)(7)(e)
Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, which may include dismissal from training in accordance with the FLETC [REDACTED] Student Handbook. For further information regarding the code of conduct expected at training, please see the RAIO Directorate Officer Training Handbook.

6. HOW TO CONTACT THE TRAINING STAFF IF YOU HAVE QUESTIONS

RAIO division’s training units have a training e-mail address to which questions can be sent. These mailboxes are monitored by the training staff, who will respond to your questions.

(b)(6)

Before sending any questions to these mailboxes, however, please check this Memo and the Handbook for the answers to your questions.

Please be sure to send your questions to the correct e-mail address listed below.

6.1 For Questions Regarding the DT/Remote RAIO CTP, contact:

- [Redacted]
- The Asylum Training mailbox: [Redacted]

6.2 For Questions Specific to ADOTP:

- ADOTP: [Redacted]

6.3 For Questions Regarding Reasonable and Special Accommodations at the FLETC, contact the FLETC Program Manager: (see also, Requests for Reasonable or Special Accommodations, above)

[Redacted] USCIS RAIO Supervisory Adjudications Officer
[Redacted]
and

- The Asylum Division Training Chief: [Redacted]

7. IMPORTANT ATTACHMENTS

When making your preparations for the training, please refer to the attachments at the end of this memorandum. Attachments #1 and #2 in particular will help you navigate the steps necessary to prepare for the training and will help you avoid missing any steps or deadlines.

- Attachment #1: Checklist of Important Tasks & Deadlines
- Attachment #2: RAIO Directorate Officer Training – Calendar
- Attachment #3: Key to Abbreviations

Good luck to all of the RAIO Directorate Officer Training participants and welcome to RAIO!

cc: Lori Rothamel Gill, Chief, Performance Management and Planning, RAIO
Rhonda Roberts, Chief, Asylum Division Training Branch

**Attachment #1: RAIO CTP & ADOTP Checklist of Important
TASKS & DEADLINES**

See the RAIO Directorate Officer Training Handbook for more information about the tasks listed below.

➤ **MANAGERS**

Please ensure that the designated staff complete all tasks outlined in this memorandum by the deadlines noted.

Immediately

(b)(6)

- Inform copying the Asylum Training Chief and your HQ Division Training Chief, via email six weeks prior to the start of Remote RAIO CTP of any reasonable accommodation your employee may need or any special accommodation request(s) you are recommending for approval.

COB – December 10, 2019

- Ensure that RAIO participants sign the RAIO Training Certification Statement, and that you (office Director or Deputy Director) sign the form also. The participant(s) will then scan the form and attach the electronic document to their Student Information Questionnaire, returning the original to you for placement in their personnel file.

ASAP/Immediately

- Inform the Division Training Coordinator of any pre-approved leave requests.

➤ **PARTICIPANTS**

IMMEDIATELY (Participants should have already submitted requests)

- Submit request for reasonable or special accommodation in writing six weeks in advance of the start of Remote RAIO CTP (please refer to the RAIO Directorate Officer Training Handbook for more detailed guidance).

IMMEDIATELY

- Finalize leave requests with your office management. Please refer to the RAIO Directorate Officer Training Handbook for guidance on requesting leave during training.

ASAP (This is part of new officers' onboarding with their Asylum field office)

- Complete the Student Information Questionnaire on the ECN.
- Obtain USCIS PIV card **and bring it with you to the FLETC.**
- Complete Federal Credit Card Training, if required.
- Obtain Government Credit Card.
- Sign the RAIO Training Certification Statement, give it to your office Director/Deputy Director for signature, then scan the form and attach the electronic document to your Student Information Questionnaire. Return the original signed statement to your Director/Deputy Director for placement in your personnel file. You can find instructions for attaching your Certification Statement to your on-line Questionnaire in the Intro to ECN for RAIO CT PowerPoint on the ECN. Do not upload this form to your Student Dropbox.
- Complete USCIS New Employee Orientation, if required.
- Complete Computer Security Training, if required.
- Update Concur Profile; make travel arrangements as soon as you know the travel dates for your class.
- Obtain passwords and/or access to Westlaw, ECN, and home office Outlook.
- Inform local time and attendance (T&A) administrator to change your work schedule to a basic 8-hour day and 5-day week schedule beginning with pay period #21 starting on January 27, 2020.
- All DT and pre-requisite PALMS trainings should have been completed by now (see the RAIO Directorate Officer Training Handbook).
- All other Pre-RAIO CTP requirements should have been completed by now.

As soon as you receive notification of the travel dates for your class,

- Make travel arrangements, and inform FLETC Transportation of your flight arrival information no later than Thursday, January 16, 2020.

➤ **DIVISION TRAINING POINTS OF CONTACT**

Ensure that participants have completed all tasks listed above by the deadlines noted.
In addition:

ASAP/Immediately: Offices/POCs must provide the following to RAIO Training:

- Information about any pre-approved leave scheduled during the Remote or F2F trainings.

Immediately: Offices/POCs must complete the following:

- FLETC Registration POCs should have already entered a request for all F2F ADOTP participants no later than **COB December 6, 2019.**
- Send confirmation to RAIO Training that all participants from their respective office have completed the required trainings noted above.

Attachment #2: RAIO DIRECTORATE OFFICER TRAINING – CALENDAR

Distance Training

ASAP/No later than December 10, 2019 – Start Distance & Remote Training (in home office)

January 15, 2020 – RAIO CTP DT & Remote Completion Attestations due

January 24, 2020 – ADOTP DT & Remote Completion Attestations due

(b)(7)(e)

USCIS ADOTP 2002A

Jan. 27, 2020 Travel day from home office to the FLETC in

Jan. 28, 2020 First day of F2F ADOTP component

Feb. 13, 2020 Last day of F2F ADOTP 2002A component; ADOTP 2002A graduation

Feb. 14, 2020 Travel day from the FLETC

USCIS ADOTP 2002

Jan. 28, 2020 Travel day from home office to the FLETC in

Jan. 29, 2020 First day of F2F ADOTP component

Feb. 14, 2020 Last day of F2F ADOTP 2002B component: ADOTP 2002B graduation

Feb. 15, 2020 Travel day from the FLETC

Attachment #3: KEY TO ABBREVIATIONS

* Note: RAIO and the FLETC have different designations for the same courses. Please use the FLETC designation when communicating with the FLETC.

- ADOTP 2002A: Asylum Division Officer Training Program 2002A
- *USCIS ADOTP 2002A: Asylum Division Officer Training Program 2002A
- ADOTP 2002B: Asylum Division Officer Training Program 2002B
- *USCIS ADOTP 2002B: Asylum Division Officer Training Program 2002B

- ASM/ASY: Asylum Division
- DT: Distance Training (component of training for new officers that is completed in the home office)

REMOTE: RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

- F2F: Face-to-Face classroom training

- RAIO CTP: RAIO Combined Training Program, sometimes shortened to RAIO CTP, CTP, or CT

- RAIO CTP 2002A: RAIO Combined Training Program 2002A
- RAIO CTP 2002B: RAIO Combined Training Program 2002B

* (Note: Officers must submit ADOTP DT Completion Attestations to the HQ DT Attestation mailbox, [redacted] no later than **COB Friday, January 24, 2020.**)

(b)(6)

1.2 Location of F2F Training, Course Designation, and Dates

The F2F portion of the training is conducted at the Federal Law Enforcement Training Center (FLETC) in [redacted] (b)(7)(e)

RAIO and the FLETC have different designations for the same courses conducted at the FLETC. When communicating with the FLETC, please use the complete FLETC designation that includes the location of the training [redacted] and our agency, USCIS.

RAIO designation

FLETC designation

o ADOTP 2002A

[redacted] USCIS_ADOTP-2002A

o ADOTP 2002B

[redacted] USCIS_ADOTP-2002B

• ADOTP 2002A

- o Arriving travel day: Monday, January 27, 2020
- o Course dates: Tuesday, January 28 –Thursday, February 13, 2020
- o Departing travel day: Friday, February 14, 2020

• ADOTP 2002B

- o Arriving travel day: Tuesday, January 28, 2020
- o Course dates: Wednesday, January 29 – Friday, February 14, 2020
- o Departing travel day: Saturday, February 15, 2020

2. WORK SCHEDULE WHILE ATTENDING THE FACE-TO-FACE RESIDENTIAL TRAININGS

Please see p.7-8 of the RAIO Directorate Officer Training Handbook for guidance on the work schedules throughout the duration of DT/Remote and face-to-face training.

3. PRE-TRAINING PREPARATION

There are several things that participants **must** do prior to attending training. Participants should have already completed some of these requirements. If participants have not done all of these requirements, they must do so **immediately**. Please refer to and carefully read the Handbook for additional information about these requirements and for any pre-training requirements

3.1 Student Information Questionnaire

No later than five business days after entering on duty at the home office, participants are required to fill out the RAIO CTP Student Information Questionnaire and click on the Save

button on the top left corner of the page to upload the completed questionnaire to the ECN. **If you have not already done so, please complete the entire student information questionnaire and upload it as soon as possible.** See also *Enterprise Collaboration Network (ECN)* in the [Handbook](#).

3.2 Personal Identity Verification (PIV) Cards

Participants **must** obtain a USCIS PIV card **and MUST bring it to the FLETC**. The PIV card is necessary to access the FLETC campus and to log on to your laptop throughout the training. See also *Face-to-Face Training* in the [Handbook](#).

3.3 Laptops

All participants will use laptops during the Remote and F2F trainings. Asylum Division students should be issued laptops in their home office to bring with them to the FLETC. Please send any questions about laptops to your division's training staff/mailbox noted below in Section 6, *How to Contact the Training Staff if You Have Questions*.

3.4 Taking Annual Leave During Training

Please see p. 8-9 in the RAIO Directorate Officer Training [Handbook](#) for more information about taking annual leave throughout the duration of DT/Remote and face-to-face training.

3.5 Requests for Reasonable or Special Accommodations

Participants going to the FLETC who believe that they will require a reasonable or special accommodation to fully participate in this residential training **should have submitted a written request for accommodation no later than December 6, 2019. Please be aware that participants who submit requests for accommodation later than December 6 may be required to defer until a later session** to allow time to make the appropriate accommodations. This deadline and information was sent to Officers and their home office via email. Reasonable or special accommodations should be requested as outlined in the [Handbook](#) and requests should be supported by medical or other relevant documentation.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The [G-1437, Request for Reasonable Accommodation](#) must be completed and signed by the requester, and submitted via email to the USCIS RAIO Program Manager at FLETC, [REDACTED]

[REDACTED] and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Division Chief/Deputy Chief, and RAIO directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, it will be submitted to the FLETC.

Please refer to the [Handbook](#) for additional information about accommodation requests.

3.6 Travel to the FLETC

The information in this section is from the [Handbook](#). It is included in this memorandum for your quick reference only. You **must** refer to the [Handbook](#) for complete guidance; see Section 8, *Travel Arrangements, Transportation, and Related Information*.

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the [Concur Travel System User Guide](#) to learn how to create authorizations in the [Concur](#) system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students **at least two weeks before the funds are needed:**

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office's students
- to:
- RAIO Travel [redacted] and (b)(6)
 - [redacted] at the RAIO Resource Management Branch.

Funding Codes:

So that training costs can be tracked easily,

- **Students** traveling to the FLETC use a specific RAIO funding code for each office and
- **Instructors** use a central RAIO-HQ funding code.

The funding codes and additional important student travel information are in the Handbook, in Section 8, *Travel Arrangements, Transportation, and Related Information*.

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the Division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

Flight Arrangements

When making flight arrangements, students should keep in mind the schedules of the FLETC shuttles highlighted below in order to reduce the amount of time spent at the airport upon arrival and at departure.

- Travel to the FLETC: (b)(6) (b)(7)(e)

All participants must call the FLETC transportation office at [redacted] **five business days in advance of the start of the training** and advise them of their flight arrival

information. FLETC shuttles pick up students from the nearby airports of [redacted]

and [redacted] day only. The [redacted] International Airport

is approximately [redacted] of the FLETC, and the [redacted] International Airport is

approximately [redacted] of the FLETC. **Typically, the FLETC shuttle leaves the**

[redacted] **airports for the FLETC at [redacted]**

(when necessary). The most convenient airport to get to and from the FLETC with minimal shuttle waiting and transport time is the [redacted] Airport, which is [redacted]

from the FLETC. Participants are advised to check prices of flights to various airports and,

when cost effective, try to fly into and out of the [redacted] Airport. The

FLETC provides shuttles from the [redacted] airport for each of the [redacted]

flights arriving into [redacted] Please confirm the FLETC shuttle departure time when you

call with your flight arrival information.

- Travel Home at the End of Training:

(b)(7)(e)

When making arrangements to return home at the end of the training, students should **schedule their departing flight from the [redacted] airports for no earlier than [redacted] on the return travel day** in order to be accommodated by the FLETC shuttle that takes students to those airports. Taxicabs will not be authorized for transport to the airport for return flights. **There is [redacted] shuttle from the FLETC to the [redacted] airport and [redacted] shuttle from the FLETC to the [redacted] airport. [redacted] typically depart [redacted].** Therefore, it is most convenient to schedule a flight that departs at [redacted] in order to avoid long waits at the airport. The FLETC provides shuttles to the [redacted] airport ninety minutes prior to each departing flight.

Refer to the Handbook for additional information about the FLETC shuttles.

3.7 FLETC Self-Registration Process

Effective April 1, 2019, the FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does **not** replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend the ADOTP, and the student self-registration (self-check-in) process used by the FLETC:

1. The home office registers students on the RAIO ECN (per the procedures that have been in place for several years);
2. After the registration deadline, RAIO sends the name of registered students to the FLETC (via the USCIS Training and Career Development Division – TCDD);
3. The FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN;
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than **one week** before the designated travel day for the assigned ADOTP course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive from the FLETC. The system times out after 20 minutes, so the FLETC recommends students collect the needed information before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or

has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

(b)(6)

An example of the auto-generated email that students receive from the FLETC is included in the Handbook. Emails will be sent from FLETC Training [redacted]

[redacted] **If you have not received an email from the FLETC with instructions to complete self-registration/self-check-in by Friday, January 10, 2020, please notify the appropriate point of contact, as indicated in Section 6 of this memo.**

4. PARTICIPANT EVALUATION

RAIO CTP: There will be two multiple choice exams administered during the RAIO CTP DT/Remote training at the home offices. These exams will include information from both the DT and the Remote RAIO CTP component. Continued employment as an Asylum Officer is contingent upon successful completion of both components.

In order to pass the courses, participants must achieve a cumulative score of 70% (the average score of the two multiple choice exams) for the Remote RAIO CTP in order to pass the combined curriculum portion of the RAIO CTP.

ADOTP: There will be one multiple choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. These exams will be administered at ADOTP Face-to-Face training at FLETC. Participants must achieve a minimum score of 70% in order to pass the ADOTP. Continued employment as an Asylum Officer is contingent upon successful completion of this course.

RAIO Training Certification Statement

Prior to the start of the training, Asylum officers and their local office Director or Deputy Director are required to sign and submit the RAIO Training Certification Statement. For instructions on doing this, see attachment, “**RAIO CTP and ADOTP Checklist of Important Tasks and Deadlines**” under “*Participants.*” See also *Completion Requirements / Participant Evaluation* on p. 26 in the Handbook.

5. CODE OF CONDUCT

Professionalism and respect are integral components of the collective success at training. Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, which may include dismissal from training in accordance with the FLETC [redacted] Student Handbook. For (b)(7)(e) further information regarding the code of conduct expected at training, please see the RAIO Directorate Officer Training Handbook.

6. HOW TO CONTACT THE TRAINING STAFF IF YOU HAVE QUESTIONS

RAIO division’s training units have a training e-mail address to which questions can be sent. These mailboxes are monitored by the training staff, who will respond to your questions.

Before sending any questions to these mailboxes, however, please check this Memo and the Handbook for the answers to your questions.

Please be sure to send your questions to the correct e-mail address listed below.

(b)(6)

6.1 For Questions Regarding the DT/Remote RAIO CTP, contact:

- [Redacted]
- The Asylum Training mailbox: [Redacted]

6.2 For Questions Specific to ADOTP:

- ADOTP: [Redacted]

6.3 For Questions Regarding Reasonable and Special Accommodations at the FLETC, contact the FLETC Program Manager: (see also, Requests for Reasonable or Special Accommodations, above)

[Redacted] USCIS RAIO Supervisory Adjudications Officer
[Redacted]

and

- The Asylum Division Training Chief [Redacted]

7. IMPORTANT ATTACHMENTS

When making your preparations for the training, please refer to the attachments at the end of this memorandum. Attachments #1 and #2 in particular will help you navigate the steps necessary to prepare for the training and will help you avoid missing any steps or deadlines.

- Attachment #1: **Checklist of Important Tasks & Deadlines**
- Attachment #2: **RAIO Directorate Officer Training – Calendar**
- Attachment #3: **Key to Abbreviations**

Good luck to all of the RAIO Directorate Officer Training participants and welcome to RAIO!

cc: Lori Rothamel Gill, Chief, Performance Management and Planning, RAIO
Rhonda Roberts, Chief, Asylum Division Training Branch

**Attachment #1: RAIO CTP & ADOTP Checklist of Important
TASKS & DEADLINES**

See the [RAIO Directorate Officer Training Handbook](#) for more information about the tasks listed below.

➤ **MANAGERS**

Please ensure that the designated staff complete all tasks outlined in this memorandum by the deadlines noted.

Immediately

- Inform (b)(6) copying the Asylum Training Chief and your HQ Division Training Chief, via email six weeks prior to the start of Remote RAIO CTP of any reasonable accommodation your employee may need or any special accommodation request(s) you are recommending for approval.

COB – December 10, 2019

- Ensure that RAIO participants sign the [RAIO Training Certification Statement](#), and that you (office Director or Deputy Director) sign the form also. The participant(s) will then scan the form and attach the electronic document to their Student Information Questionnaire, returning the original to you for placement in their personnel file.

ASAP/Immediately

- Inform the Division Training Coordinator of any pre-approved leave requests.

➤ **PARTICIPANTS**

IMMEDIATELY (Participants should have already submitted requests)

- Submit [request for reasonable or special accommodation](#) in writing six weeks in advance of the start of Remote RAIO CTP (please refer to the [RAIO Directorate Officer Training Handbook](#) for more detailed guidance).

IMMEDIATELY

- Finalize leave requests with your office management. Please refer to the [RAIO Directorate Officer Training Handbook](#) for guidance on requesting leave during training.

ASAP (This is part of new officers' onboarding with their Asylum field office)

- Complete the Student Information Questionnaire on the ECN.
- Obtain USCIS PIV card **and bring it with you to the FLETC.**
- Complete Federal Credit Card Training, if required.
- Obtain Government Credit Card.

- Sign the RAIO Training Certification Statement, give it to your office Director/Deputy Director for signature, then scan the form and attach the electronic document to your Student Information Questionnaire. Return the original signed statement to your Director/Deputy Director for placement in your personnel file. You can find instructions for attaching your Certification Statement to your on-line Questionnaire in the Intro to ECN for RAIO CT PowerPoint on the ECN. Do not upload this form to your Student Dropbox.

- Complete USCIS New Employee Orientation, if required.

- Complete Computer Security Training, if required.

- Update Concur Profile; make travel arrangements as soon as you know the travel dates for your class.

- Obtain passwords and/or access to Westlaw, ECN, and home office Outlook.

- Inform local time and attendance (T&A) administrator to change your work schedule to a basic 8-hour day and 5-day week schedule beginning with pay period #21 starting on January 27, 2020.

- All DT and pre-requisite PALMS trainings should have been completed by now (see the RAIO Directorate Officer Training Handbook).

- All other Pre-RAIO CTP requirements should have been completed by now.

As soon as you receive notification of the travel dates for your class,

- Make travel arrangements, and inform FLETC Transportation of your flight arrival information no later than Thursday, January 16, 2020.

➤ **DIVISION TRAINING POINTS OF CONTACT**

Ensure that participants have completed all tasks listed above by the deadlines noted.
In addition:

ASAP/Immediately: Offices/POCs must provide the following to RAIO Training:

- Information about any pre-approved leave scheduled during the Remote or F2F trainings.

Immediately: Offices/POCs must complete the following:

- FLETC Registration POCs should have already entered a request for all F2F ADOTP participants no later than **COB December 6, 2019.**
- Send confirmation to RAIO Training that all participants from their respective office have completed the required trainings noted above.

Attachment #2: RAIO DIRECTORATE OFFICER TRAINING – CALENDAR

Distance Training

ASAP/No later than December 10, 2019 – Start Distance & Remote Training (in home office)

January 15, 2020 – RAIO CTP DT & Remote Completion Attestations due

January 24, 2020 – ADOTP DT & Remote Completion Attestations due

USCIS ADOTP 2002A

(b)(7)(e)

Jan. 27, 2020 Travel day from home office to the FLETC in

Jan. 28, 2020 First day of F2F ADOTP component

Feb. 13, 2020 Last day of F2F ADOTP 2002A component; ADOTP 2002A graduation

Feb. 14, 2020 Travel day from the FLETC

USCIS ADOTP 2002

Jan. 28, 2020 Travel day from home office to the FLETC in

Jan. 29, 2020 First day of F2F ADOTP component

Feb. 14, 2020 Last day of F2F ADOTP 2002B component: ADOTP 2002B graduation

Feb. 15, 2020 Travel day from the FLETC

Attachment #3: KEY TO ABBREVIATIONS

* Note: RAIO and the FLETC have different designations for the same courses. Please use the FLETC designation when communicating with the FLETC.

- ADOTP 2002A: Asylum Division Officer Training Program 2002A
- *USCIS ADOTP 2002A: Asylum Division Officer Training Program 2002A
- ADOTP 2002B: Asylum Division Officer Training Program 2002B
- *USCIS ADOTP 2002B: Asylum Division Officer Training Program 2002B

- ASM/ASY: Asylum Division
- DT: Distance Training (component of training for new officers that is completed in the home office)

REMOTE: RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

- F2F: Face-to-Face classroom training

- RAIO CTP: RAIO Combined Training Program, sometimes shortened to RAIO CTP, CTP, or CT

- RAIO CTP 2002A: RAIO Combined Training Program 2002A
- RAIO CTP 2002B: RAIO Combined Training Program 2002B



Memorandum

TO: Asylum Division Chief and Deputy Chief
Asylum Field Office Directors and Deputy Directors
Asylum Officer Training Participants
Asylum Field Office Mission Support Specialists
Asylum Field Office Training Officers

FROM: Joyce A. Stadnick
Chief, RAIO Training Branch

*Christina Fabian for 23 Dec 2014
Joyce Stadnick*

SUBJECT: Refugee, Asylum, and International Operations Directorate Officer Training: RAIO Combined Training Program (RAIO CTP) and Asylum Division Officer Training Program (ADOTP) 2003 and 2004

The purpose of this memorandum is to provide information needed to assist participants¹ and their home offices in preparing for the upcoming RAIO Directorate Officer Training Course and the Asylum Division Officer Training Program (ADOTP).

Please review this memorandum and the RAIO Directorate Officer Training Handbook (“Handbook”) located on the ECN before contacting the RAIO Training Branch or the Asylum Division Headquarters Training Branch with questions. Most of the information in this memorandum is described in further detail in the Handbook, which new officers should already have been advised to read as part of their division’s onboarding process. This memorandum highlights key pre-travel information, including specific dates, course titles, points of contact, etc., which are not found in the Handbook.

This memorandum contains the following:

1. Course Names, Dates, and Locations
2. Work Schedule While Attending the Face-to-Face Residential Trainings
3. Pre-Training Preparation (Note: this section includes information on travel)

¹ The terms “participants” and “students” are used interchangeably in this memorandum.

4. Participant Evaluation
5. Code of Conduct
6. How to Contact the Training Staff if You Have Questions
7. Important Attachments

1. COURSE NAMES, DATES, AND LOCATIONS

1.1 The RAIO Directorate Officer Training Course

The umbrella term for RAIO's training program for new officers is the RAIO Directorate Officer Training Course. All new Asylum Officers must attend this course, which comprises the following:

RAIO Combined Training Program (RAIO CTP): Distance Training (DT) and Remote Training
and

Asylum Division Officer Training Program (ADOTP): Distance Training, Remote Training, and Face-to-Face Training.

The structure of the RAIO Directorate Officer Training Course has been modified so that part of the face-to-face content is being delivered via Remote Training. The content and instructors, however, remain the same as in earlier iterations of the RAIO Directorate Officer Training. The RAIO CTP and ADOTP consist of the following:

RAIO CTP:

- Distance and Remote Training
Approximately 145 hours of distance and remote training that new officers complete with some supervision while in their home office. This includes pre-recorded and live webinars. Attestations* to verify participation must be submitted upon completion of the CTP DT and Remote. Officers take this training, and must successfully complete RAIO CTP multiple choice exams prior to attending the Face-to-Face training at FLETC.

* (Note: Officers must submit RAIO CTP Completion Attestations to the HQ DT Attestation mailbox, [REDACTED] no later than **COB Tuesday, February 4, 2020.**)

(b)(6)

ADOTP:

- The Asylum Division Officer Training Program (ADOTP)
Consists of a roughly 39-hour DT and Remote* in the officer's home office. This includes pre-recorded modules and live webinars. There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in [REDACTED] [REDACTED] Exams for ADOTP are administered at FLETC.

(b)(7)(e)

* (Note: Officers must submit ADOTP DT Completion Attestations to the HQ DT Attestation mailbox [redacted] no later than **COB Wednesday, February 12, 2020.**) (b)(6)

1.2 Location of F2F Training, Course Designation, and Dates

The F2F portion of the training is conducted at the Federal Law Enforcement Training Center (FLETC) in [redacted] (b)(7)(e)

RAIO and the FLETC have different designations for the same courses conducted at the FLETC. When communicating with the FLETC, please use the complete FLETC designation that includes the location of the training, [redacted] and our agency, USCIS.

RAIO designation

- ADOTP 2003
- ADOTP 2004

FLETC designation

- [redacted] USCIS_ADOTP-2003
- [redacted] USCIS_ADOTP-2004

- ADOTP 2003
 - Arriving travel day: Thursday, February 13, 2020
 - Course dates: Friday, February 14 – Wednesday, March 4, 2020
 - Departing travel day: Thursday, March 5, 2020
- ADOTP 2004
 - Arriving travel day: Friday, February 14, 2020
 - Course dates: Wednesday, January 29 – Thursday, March 5, 2020
 - Departing travel day: Friday, March 6, 2020

2. WORK SCHEDULE WHILE ATTENDING THE FACE-TO-FACE RESIDENTIAL TRAININGS

Please see p.7-8 of the RAIO Directorate Officer Training Handbook for guidance on the work schedules throughout the duration of DT and Remote and face-to-face training.

3. PRE-TRAINING PREPARATION

There are several things that participants **must** do prior to attending training. Participants should have already completed some of these requirements. If participants have not done all of these requirements, they must do so **immediately**. Please refer to and carefully read the Handbook for additional information about these requirements and for any pre-training requirements

3.1 Student Information Questionnaire

No later than five business days after entering on duty at the home office, participants are required to fill out the RAIO CTP Student Information Questionnaire and click on the Save

button on the top left corner of the page to upload the completed questionnaire to the ECN. **If you have not already done so, please complete the entire student information questionnaire and upload it as soon as possible.** See also *Enterprise Collaboration Network (ECN)* in the Handbook.

3.2 Personal Identity Verification (PIV) Cards

Participants **must** obtain a USCIS PIV card **and MUST bring it to the FLETC**. The PIV card is necessary to access the FLETC campus and to log on to your laptop throughout the training. See also *Face-to-Face Training* in the Handbook.

3.3 Laptops

All participants will use laptops during the Remote and F2F trainings. Asylum Division students should be issued laptops in their home office to bring with them to the FLETC. Please send any questions about laptops to your division's training staff/mailbox noted below in Section 6, *How to Contact the Training Staff if You Have Questions*.

3.4 Taking Annual Leave During Training

Please see p. 8-9 in the RAIO Directorate Officer Training Handbook for more information about taking annual leave throughout the duration of DT and Remote and face-to-face training.

3.5 Requests for Reasonable or Special Accommodations

Participants going to the FLETC who believe that they will require a reasonable or special accommodation to fully participate in this residential training **should have submitted a written request for accommodation no later than December 27, 2019. Please be aware that participants who submit requests for accommodation later than December 27 may be required to defer until a later session** to allow time to make the appropriate accommodations. This deadline and information is sent to Officers and their home office along with this Memo. Reasonable or special accommodations should be requested as outlined in the Handbook and requests should be supported by medical or other relevant documentation.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The G-1437, Request for Reasonable Accommodation must be completed and signed by the requester and submitted via email to the USCIS RAIO Supervisory Adjudications Officer, [redacted] [redacted] who serves as the USCIS RAIO Program Manager at FLETC, and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Division Chief/Deputy Chief, and RAIO Directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, it will be submitted to the FLETC.

Please refer to the Handbook for additional information about accommodation requests.

3.6 Travel to the FLETC

The information in this section is from the Handbook. It is included in this memorandum for your quick reference only. You **must** refer to the Handbook for complete guidance; see Section 8, *Travel Arrangements, Transportation, and Related Information*.

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the Concur Travel System User Guide to learn how to create authorizations in the Concur system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students **at least two weeks before the funds are needed:**

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office's students
- to:
- RAIO Travel [redacted] and (b)(6)
 - [redacted] at the RAIO Resource Management Branch.

Funding Codes:

So that training costs can be tracked easily,

- **Students** traveling to the FLETC use a specific RAIO funding code for each office and
- **Instructors** use a central RAIO-HQ funding code.

The funding codes and additional important student travel information are in the Handbook, in Section 8, *Travel Arrangements, Transportation, and Related Information*.

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

Flight Arrangements

When making flight arrangements, students should keep in mind the schedules of the FLETC shuttles highlighted below in order to reduce the amount of time spent at the airport upon arrival and at departure.

(b)(6) (b)(7)(e)

- Travel to the FLETC:

All participants must call the FLETC transportation office at [redacted] **five business days in advance of the start of the training** and advise them of their flight arrival information. FLETC shuttles pick up students from the nearby airports of [redacted] and [redacted] twice a day only. The [redacted] International Airport is approximately [redacted] of the FLETC, and the [redacted] Airport is approximately [redacted] of the FLETC. **Typically, the FLETC shuttle leaves the [redacted] airports for the FLETC at [redacted] (when necessary).** The most convenient airport to get to and from the FLETC with minimal shuttle waiting and transport time is the [redacted] Airport, which is [redacted] from the FLETC. Participants are advised to check prices of flights to various airports and, when cost effective, try to fly into and out of the [redacted] Airport. The FLETC provides shuttles from the [redacted] airport for each of the [redacted] daily flights arriving into [redacted]. Please confirm the FLETC shuttle departure time when you call with your flight arrival information.

- Travel Home at the End of Training: (b)(7)(e)

When making arrangements to return home at the end of the training, students should **schedule their departing flight from the [redacted] airports for no earlier than 9:00am on the return travel day** in order to be accommodated by the FLETC shuttle that takes students to those airports. Taxicabs will not be authorized for transport to the airport for return flights. **There is one shuttle from the FLETC to the [redacted] airport and one shuttle from the FLETC to the [redacted] airport. Both typically depart at [redacted].** Therefore, it is most convenient to schedule a flight that departs at [redacted] or soon after in order to avoid long waits at the airport. The FLETC provides shuttles to the [redacted] airport ninety minutes prior to each departing flight.

Refer to the Handbook for additional information about the FLETC shuttles.

3.7 FLETC Self-Registration Process

Effective April 1, 2019, the FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does **not** replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend ADOTP, and the student self-registration (self-check-in) process used by the FLETC:

1. The home office registers students on the RAIO ECN;
2. After the registration deadline, RAIO sends the name of registered students to the FLETC (via the USCIS Training and Career Development Division – TCDD);
3. The FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN;
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than **one week** before the designated travel day for your assigned ADOTP course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive from the FLETC. The system times out after 20 minutes, so the FLETC recommends students collect the needed information before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

(b)(6)

An example of the auto-generated email that students receive from the FLETC is included in the Handbook. Emails will be sent from FLETC Training

If you have not received an email from the FLETC with instructions to complete self-registration/self-check-in by Wednesday, January 29, 2020, please notify the appropriate point of contact, as indicated in Section 6 of this memo.

4. PARTICIPANT EVALUATION

RAIO CTP: There will be two multiple-choice exams administered during the RAIO CTP DT and Remote training at the home offices. These exams will include information from both the DT and the Remote RAIO CTP component. Continued employment as an Asylum Officer is contingent upon successful completion of both components.

In order to pass the course, participants must achieve a cumulative score of 70% (the average score of the two multiple-choice exams). This is a combination of the two multiple-choice exams.

ADOTP: There will be one multiple-choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. These exams will be administered at the ADOTP Face-to-Face training at FLETC. Participants must achieve a minimum score of 70% in order to pass ADOTP. Continued employment as an Asylum Officer is contingent upon successful completion of this course.

RAIO Training Certification Statement

Prior to the start of the training, Asylum officers and their local office Director or Deputy Director are required to sign and submit the RAIO Training Certification Statement. For instructions on doing this, see attachment, “**RAIO CTP and ADOTP Checklist of Important Tasks and Deadlines**” under “*Participants.*” See also *Completion Requirements / Participant Evaluation* in the Handbook.

5. CODE OF CONDUCT

Professionalism and respect are integral components of the collective success at training. Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, which may include dismissal from training in accordance with the FLETC Student Handbook. For further information regarding the code of conduct expected at training, please see the Code of Conduct section in the RAIO Directorate Officer Training Handbook. (b)(7)(e)

6. HOW TO CONTACT THE TRAINING STAFF IF YOU HAVE QUESTIONS

RAIO division Training units have a training e-mail address to which questions can be sent. These mailboxes are monitored by the training staff, who will respond to your questions.

Before sending any questions to these mailboxes, however, please check this Memo and the Handbook for the answers to your questions.

(b)(6)

Please be sure to send your questions to the correct e-mail address listed below.

6.1 For Questions Regarding the DT and Remote RAIO CTP, contact:

-
- The Asylum Training mailbox:

6.2 For Questions Specific to the ADOTP:

- ADOTP:

6.3 For Questions Regarding Reasonable and Special Accommodations at the FLETC, contact the USCIS RAIO Program Manager at FLETC: (see also, Requests for Reasonable or Special Accommodations, above)

- USCIS RAIO Supervisory Adjudications Officer
- and
- The Asylum Division Training Chief

7. IMPORTANT ATTACHMENTS

When making your preparations for the training, please refer to the attachments at the end of this memorandum. Attachments #1 and #2 in particular will help you navigate the steps necessary to prepare for the training and will help you avoid missing any steps or deadlines.

- Attachment #1: **Checklist of Important Tasks & Deadlines**
- Attachment #2: **RAIO Directorate Officer Training – Calendar**
- Attachment #3: **Key to Abbreviations**

Good luck to all of the RAIO Directorate Officer Training participants and welcome to RAIO!

cc: Lori Rothamel Gill, Chief, Performance Management and Planning, RAIO
Rhonda Roberts, Chief, Asylum Division Training Branch

**Attachment #1: RAIO CTP & ADOTP Checklist of Important
TASKS & DEADLINES**

See the RAIO Directorate Officer Training Handbook for more information about the tasks listed below.

➤ **MANAGERS**

Please ensure that the designated staff complete all tasks outlined in this memorandum by the deadlines noted.

Immediately (b)(6)

- Inform [redacted] copying the Asylum Training Chief and your HQ Division Training Chief, via email six weeks prior to the start of Remote RAIO CTP of any reasonable accommodation your employee may need or any special accommodation request(s) you are recommending for approval.

COB – Tuesday, February 4, 2020

- Ensure that RAIO participants sign the RAIO Training Certification Statement, and that you (office Director or Deputy Director) sign the form also. The participant(s) will then scan the form and attach the electronic document to their Student Information Questionnaire, returning the original to you for placement in their personnel file.

ASAP/Immediately

- Inform the Division Training Coordinator of any pre-approved leave requests.

➤ **PARTICIPANTS**

IMMEDIATELY (Participants should have already submitted requests)

- Submit request for reasonable or special accommodation in writing six weeks in advance of the start of Remote RAIO CTP (please refer to the RAIO Directorate Officer Training Handbook for more detailed guidance).

IMMEDIATELY

- Finalize leave requests with your office management. Please refer to the RAIO Directorate Officer Training Handbook for guidance on requesting leave during training.

ASAP (This is part of new officers' onboarding with their Asylum field office)

- Complete the Student Information Questionnaire on the ECN.
- Obtain USCIS PIV card **and bring it with you to the FLETC.**
- Complete Federal Credit Card Training, if required.
- Obtain Government Credit Card.
- Sign the RAIO Training Certification Statement, give it to your office Director/Deputy Director for signature, then scan the form and attach the electronic document to your Student Information Questionnaire. Return the original signed statement to your Director/Deputy Director for placement in your personnel file. You can find instructions for attaching your Certification Statement to your on-line Questionnaire in the Intro to ECN for RAIO CT PowerPoint on the ECN. Do not upload this form to your Student Dropbox.
- Complete USCIS New Employee Orientation, if required.
- Complete Computer Security Training, if required.
- Update Concur Profile; make travel arrangements as soon as you know the travel dates for your class.
- Obtain passwords and/or access to Westlaw, ECN, and home office Outlook.
- Inform local time and attendance (T&A) administrator to change your work schedule to a basic 8-hour day and 5-day week schedule beginning with pay period #21 starting on February 13, 2020.
- All DT and pre-requisite PALMS trainings should have been completed by now (see the RAIO Directorate Officer Training Handbook).
- All other Pre-RAIO CTP requirements should have been completed by now.

As soon as you receive notification of the travel dates for your class,

- Make travel arrangements, and inform FLETC Transportation of your flight arrival information no later than Friday, January 31, 2020.

➤ **DIVISION TRAINING POINTS OF CONTACT**

Ensure that participants have completed all tasks listed above by the deadlines noted.
In addition:

ASAP/Immediately: Offices/POCs must provide the following to RAIO Training:

- Information about any pre-approved leave scheduled during the Remote or F2F trainings.

Immediately: Offices/POCs must complete the following:

- FLETC Registration POCs should have already entered a request for all F2F ADOTP participants no later than **COB December 27, 2019.**
- Send confirmation to RAIO Training that all participants from their respective office have completed the required trainings noted above.

Attachment #2: RAIO DIRECTORATE OFFICER TRAINING – CALENDAR

Distance Training

ASAP/No later than December 30, 2019 – Start Distance & Remote Training (in home office)

February 4, 2020 – RAIO CTP DT & Remote Completion Attestations due

February 12, 2020 – ADOTP DT & Remote Completion Attestations due

USCIS ADOTP 2003

(b)(7)(e)

Feb. 13, 2020 Travel day from home office to the FLETC in

Feb. 14, 2020 First day of F2F ADOTP component

March 4, 2020 Last day of F2F ADOTP 2003 component; ADOTP 2003 graduation

March 5, 2020 Travel day from the FLETC

USCIS ADOTP 2004

Feb. 14, 2020 Travel day from home office to the FLETC in

Feb. 18, 2020 First day of F2F ADOTP component

March 5, 2020 Last day of F2F ADOTP 2004 component: ADOTP 2004 graduation

March 6, 2020 Travel day from the FLETC

Attachment #3: KEY TO ABBREVIATIONS

* Note: RAIO and the FLETC have different designations for the same courses. Please use the FLETC designation when communicating with the FLETC.

- ADOTP 2003: Asylum Division Officer Training Program 2003
- *USCIS ADOTP 2003: Asylum Division Officer Training Program 2003
- ADOTP 2004: Asylum Division Officer Training Program 2004
- *USCIS ADOTP 2004: Asylum Division Officer Training Program 2004

- ASM/ASY: Asylum Division
- DT: Distance Training (component of training for new officers that is completed in the home office)

REMOTE: RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

- F2F: Face-to-Face classroom training

- RAIO CTP: RAIO Combined Training Program, sometimes shortened to RAIO CTP, CTP, or CT

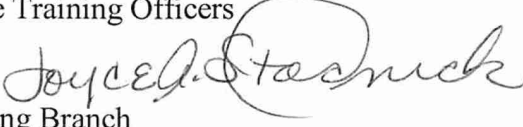
- RAIO CTP 2003: RAIO Combined Training Program 2003
- RAIO CTP 2004: RAIO Combined Training Program 2004



January 10, 2020

Memorandum

TO: Asylum Division Chief and Deputy Chief
Asylum Field Office Directors and Deputy Directors
Asylum Officer Training Participants
Asylum Field Office Mission Support Specialists
Asylum Field Office Training Officers

FROM: Joyce A. Stadnick 
Chief, RAIO Training Branch

SUBJECT: Refugee, Asylum, and International Operations Directorate Officer Training: RAIO Combined Training Program (RAIO CTP) and Asylum Division Officer Training Program (ADOTP) 2004A and 2004B

The purpose of this memorandum is to provide information needed to assist participants¹ and their home offices in preparing for the upcoming RAIO Directorate Officer Training Course and the Asylum Division Officer Training Program (ADOTP).

Please review this memorandum and the RAIO Directorate Officer Training Handbook (“Handbook”) located on the ECN before contacting the RAIO Training Branch or the Asylum Division Headquarters Training Branch with questions. Most of the information in this memorandum is described in further detail in the Handbook, which new officers should already have been advised to read as part of their division’s onboarding process. This memorandum highlights key pre-travel information, including specific dates, course titles, points of contact, etc., which are not found in the Handbook.

This memorandum contains the following:

1. Course Names, Dates, and Locations
2. Work Schedule While Attending the Face-to-Face Residential Trainings
3. Pre-Training Preparation (Note: this section includes information on travel)

¹ The terms “participants” and “students” are used interchangeably in this memorandum.

4. Participant Evaluation
5. Code of Conduct
6. How to Contact the Training Staff if You Have Questions
7. Important Attachments

1. COURSE NAMES, DATES, AND LOCATIONS

1.1 The RAIO Directorate Officer Training Course

The umbrella term for RAIO's training program for new officers is the RAIO Directorate Officer Training Course. All new Asylum Officers must attend this course, which comprises the following:

RAIO Combined Training Program (RAIO CTP): Distance Training (DT) and Remote Training

and

Asylum Division Officer Training Program (ADOTP): Distance Training, Remote Training, and Face-to-Face Training.

The structure of the RAIO Directorate Officer Training Course has been modified so that part of the face-to-face content is being delivered via Remote Training. The content and instructors, however, remain the same as in earlier iterations of the RAIO Directorate Officer Training. The RAIO CTP and ADOTP consist of the following:

RAIO CTP:

- Distance and Remote Training
Approximately 145 hours of distance and remote training that new officers complete with some supervision while in their home office. This includes pre-recorded and live webinars. Attestations* to verify participation must be submitted upon completion of the CTP DT and Remote. Officers take this training, and must successfully complete RAIO CTP multiple choice exams, prior to attending the Face-to-Face training at FLETC.

* (Note: Officers must submit RAIO CTP Completion Attestations to the HQ DT Attestation mailbox, [REDACTED] no later than **COB Monday, February 24, 2020.**)

(b)(6)

ADOTP:

- The Asylum Division Officer Training Program (ADOTP)
Consists of a roughly 40 hour DT and Remote* in the officer's home office. This includes pre-recorded modules and live webinars. There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in [REDACTED] [REDACTED] Exams for ADOTP are administered at FLETC.

(b)(7)(e)

* (Note: Officers must submit ADOTP DT Completion Attestations to the HQ DT Attestation mailbox, [redacted] no later than **COB Tuesday, March 3, 2020.**) (b)(6)

1.2 Location of F2F Training, Course Designation, and Dates

The F2F portion of the training is conducted at the Federal Law Enforcement Training Center (FLETC) in [redacted] (b)(7)(e)

RAIO and the FLETC have different designations for the same courses conducted at the FLETC. When communicating with the FLETC, please use the complete FLETC designation that includes the location of the training, [redacted] and our agency, USCIS.

RAIO designation

- ADOTP 2004A
- ADOTP 2004B

FLETC designation

- [redacted] USCIS_ADOTP-2004A
- [redacted] USCIS_ADOTP-2004B

- ADOTP 2004A
 - Arriving travel day: Wednesday, March 4, 2020
 - Course dates: Thursday, March 5, 2020 – Monday, March 23, 2020
 - Departing travel day: Tuesday, March 24, 2020
- ADOTP 2004B
 - Arriving travel day: Thursday, March 5, 2020
 - Course dates: Friday, March 6, 2020 - Tuesday, March 24, 2020
 - Departing travel day: Wednesday, March 25, 2020

2. WORK SCHEDULE WHILE ATTENDING THE FACE-TO-FACE RESIDENTIAL TRAININGS

Please see p.7-8 of the RAIO Directorate Officer Training Handbook for guidance on the work schedules throughout the duration of DT and Remote and face-to-face training.

3. PRE-TRAINING PREPARATION

There are several things that participants **must** do prior to attending training. Participants should have already completed some of these requirements. If participants have not done all of these requirements, they must do so **immediately**. Please refer to and carefully read the Handbook for additional information about these requirements and for any pre-training requirements

3.1 Student Information Questionnaire

No later than five business days after entering on duty at the home office, participants are required to fill out the RAIO CTP Student Information Questionnaire and click on the Save

button on the top left corner of the page to upload the completed questionnaire to the ECN. **If you have not already done so, please complete the entire student information questionnaire and upload it as soon as possible.** See also *Enterprise Collaboration Network (ECN)* in the Handbook.

3.2 Personal Identity Verification (PIV) Cards

Participants **must** obtain a USCIS PIV card **and MUST bring it to the FLETC**. The PIV card is necessary to access the FLETC campus and to log on to your laptop throughout the training. See also *Face-to-Face Training* in the Handbook.

3.3 Laptops

All participants will use laptops during the Remote and F2F trainings. Asylum Division students should be issued laptops in their home office to bring with them to the FLETC. Please send any questions about laptops to your division's training staff/mailbox noted below in Section 6, *How to Contact the Training Staff if You Have Questions*.

3.4 Taking Annual Leave During Training

Please see p. 8-9 in the RAIO Directorate Officer Training Handbook for more information about taking annual leave throughout the duration of DT and Remote and face-to-face training.

3.5 Requests for Reasonable or Special Accommodations

Participants going to the FLETC who believe that they will require a reasonable or special accommodation to fully participate in this residential training **should have submitted a written request for accommodation no later than January 13, 2020**. **Please be aware that participants who submit requests for accommodation later than January 13 may be required to defer until a later session** to allow time to make the appropriate accommodations. This deadline and information is sent to Officers and their home office along with this Memo. Reasonable or special accommodations should be requested as outlined in the Handbook and requests should be supported by medical or other relevant documentation.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The G-1437, Request for Reasonable Accommodation must be completed and signed by the requester and submitted via email to the USCIS RAIO Supervisory Adjudications Officer, [REDACTED] and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Division Chief/Deputy Chief, and RAIO Directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, it will be submitted to the FLETC.

Please refer to the Handbook for additional information about accommodation requests.

3.6 Travel to the FLETC

The information in this section is from the Handbook. It is included in this memorandum for your quick reference only. You **must** refer to the Handbook for complete guidance; see Section 8, *Travel Arrangements, Transportation, and Related Information*.

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the Concur Travel System User Guide to learn how to create authorizations in the Concur system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students **at least two weeks before the funds are needed:**

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office's students
- to:
- RAIO Travel [redacted], and (b)(6)
 - [redacted] at the RAIO Resource Management Branch.

Funding Codes:

So that training costs can be tracked easily,

- **Students** traveling to the FLETC use a specific RAIO funding code for each office and
- **Instructors** use a central RAIO-HQ funding code.

The funding codes and additional important student travel information are in the Handbook, in Section 8, *Travel Arrangements, Transportation, and Related Information*.

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the Division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

Flight Arrangements

When making flight arrangements, students should keep in mind the schedules of the FLETC shuttles highlighted below in order to reduce the amount of time spent at the airport upon arrival and at departure.

- Travel to the FLETC: (b)(6) (b)(7)(e)
All participants must call the FLETC transportation office at [redacted], **five business days in advance of the start of the training** and advise them of their flight arrival information. FLETC shuttles pick up students from the nearby airports of [redacted] and [redacted], twice a day only. The [redacted] International Airport is approximately [redacted] of the FLETC, and the [redacted] International Airport is approximately [redacted] of the FLETC. **Typically, the FLETC shuttle leaves the [redacted] airports for the FLETC at [redacted] (when necessary).** The most convenient airport to get to and from the FLETC with minimal shuttle waiting and transport time is the [redacted] Airport, which is [redacted] from the FLETC. Participants are advised to check prices of flights to various airports and, when cost effective, try to fly into and out of the [redacted] Airport. The FLETC provides shuttles from the [redacted], airport for each of the [redacted] flights arriving into [redacted]. Please confirm the FLETC shuttle departure time when you call with your flight arrival information.

- **Travel Home at the End of Training:** (b)(7)(e)

When making arrangements to return home at the end of the training, students should **schedule their departing flight from the [redacted] airports for no earlier than 9:00am on the return travel day** in order to be accommodated by the FLETC shuttle that takes students to those airports. Taxicabs will not be authorized for transport to the airport for return flights. **There is one shuttle from the FLETC to the [redacted] airport and one shuttle from the FLETC to the [redacted] airport. Both typically depart a [redacted]** Therefore, it is most convenient to schedule a flight that departs at [redacted] soon after in order to avoid long waits at the airport. The FLETC provides shuttles to the [redacted] airport ninety minutes prior to each departing flight.

Refer to the Handbook for additional information about the FLETC shuttles.

3.7 FLETC Self-Registration Process

Effective April 1, 2019, the FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does **not** replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend ADOTP, and the student self-registration (self-check-in) process used by the FLETC:

1. The home office registers students on the RAIO ECN;
2. After the registration deadline, RAIO sends the name of registered students to the FLETC (via the USCIS Training and Career Development Division – TCDD);
3. The FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN;
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than **one week before the designated travel day** for your assigned ADOTP course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive from the FLETC. The system times out after 20 minutes, so the FLETC recommends students collect the needed information before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

(b)(6)

An example of the auto-generated email that students receive from the FLETC is included in the Handbook. Emails will be sent from FLETC Training

If you have not received an email from the FLETC with instructions to complete self-registration/self-check-in by Monday January 27, 2020, please notify the appropriate point of contact, as indicated in Section 6 of this memo.

4. PARTICIPANT EVALUATION

RAIO CTP: There will be two multiple-choice exams administered during the RAIO CTP DT and Remote training at the home offices. These exams will include information from both the DT and the Remote RAIO CTP component. Continued employment as an Asylum Officer is contingent upon successful completion of both components.

In order to pass the course, participants must achieve a cumulative score of 70% (the average score of the two multiple-choice exams). This is a combination of the two multiple-choice exams.

ADOTP: There will be one multiple-choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. These exams will be administered at ADOTP Face-to-Face training at FLETC. Participants must achieve a minimum score of 70% in order to pass ADOTP. Continued employment as an Asylum Officer is contingent upon successful completion of this course.

RAIO Training Certification Statement

Prior to the start of the training, Asylum officers and their local office Director or Deputy Director are required to sign and submit the RAIO Training Certification Statement. For instructions on doing this, see attachment, “**RAIO CTP and ADOTP Checklist of Important Tasks and Deadlines**” under “*Participants*.” See also *Completion Requirements / Participant Evaluation* in the Handbook.

5. CODE OF CONDUCT

Professionalism and respect are integral components of the collective success at training. Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, which may include dismissal from training in accordance with the FLETC Student Handbook. For further information regarding the code of conduct expected at training, please see the Code of Conduct section in the RAIO Directorate Officer Training Handbook.

(b)(7)(e)

6. HOW TO CONTACT THE TRAINING STAFF IF YOU HAVE QUESTIONS

RAIO division Training units have a training e-mail address to which questions can be sent. These mailboxes are monitored by the training staff, who will respond to your questions.

Before sending any questions to these mailboxes, however, please check this Memo and the Handbook for the answers to your questions. Please be sure to send your questions to the correct e-mail address listed below.

(b)(6)

6.1 For Questions Regarding the DT and Remote RAIO CTP, contact:

- [Redacted]
- The Asylum Training mailbox: [Redacted]

6.2 For Questions Specific to ADOTP:

- ADOTP: [Redacted]

6.3 For Questions Regarding Reasonable and Special Accommodations at the FLETC, contact the FLETC Program Manager: (see also, Requests for Reasonable or Special Accommodations, above)

[Redacted] USCIS RAIO Supervisory Adjudications Officer
[Redacted]

and

- The Asylum Division Training Chief: [Redacted]

7. IMPORTANT ATTACHMENTS

When making your preparations for the training, please refer to the attachments at the end of this memorandum. Attachments #1 and #2 in particular will help you navigate the steps necessary to prepare for the training and will help you avoid missing any steps or deadlines.

- Attachment #1: **Checklist of Important Tasks & Deadlines**
- Attachment #2: **RAIO Directorate Officer Training – Calendar**
- Attachment #3: **Key to Abbreviations**

Good luck to all of the RAIO Directorate Officer Training participants and welcome to RAIO!

cc: Lori Rothamel Gill, Chief, Performance Management and Planning, RAIO
Rhonda Roberts, Chief, Asylum Division Training Branch

**Attachment #1: RAIO CTP & ADOTP Checklist of Important
TASKS & DEADLINES**

See the RAIO Directorate Officer Training Handbook for more information about the tasks listed below.

➤ **MANAGERS**

Please ensure that the designated staff complete all tasks outlined in this memorandum by the deadlines noted.

Immediately

(b)(6)

- Inform [redacted] copying the Asylum Training Chief and your HQ Division Training Chief, via email six weeks prior to the start of Remote RAIO CTP of any reasonable accommodation your employee may need or any special accommodation request(s) you are recommending for approval.

COB – Thursday, January 16, 2020

- Ensure that RAIO participants sign the RAIO Training Certification Statement, and that you (office Director or Deputy Director) sign the form also. The participant(s) will then scan the form and attach the electronic document to their Student Information Questionnaire, returning the original to you for placement in their personnel file.

ASAP/Immediately

- Inform the Division Training Coordinator of any pre-approved leave requests.

➤ **PARTICIPANTS**

IMMEDIATELY (Participants should have already submitted requests)

- Submit request for reasonable or special accommodation in writing **six weeks in advance of the start of Distance and Remote RAIO CTP** (please refer to the RAIO Directorate Officer Training Handbook for more detailed guidance).

IMMEDIATELY

- Finalize leave requests with your office management. Please refer to the RAIO Directorate Officer Training Handbook for guidance on requesting leave during training.

ASAP (This is part of new officers' onboarding with their Asylum field office)

- Complete the Student Information Questionnaire on the ECN.
- Obtain USCIS PIV card **and bring it with you to the FLETC.**
- Complete Federal Credit Card Training, if required.
- Obtain Government Credit Card.
- Sign the RAIO Training Certification Statement, give it to your office Director/Deputy Director for signature, then scan the form and attach the electronic document to your Student Information Questionnaire. Return the original signed statement to your Director/Deputy Director for placement in your personnel file. You can find instructions for attaching your Certification Statement to your on-line Questionnaire in the Intro to ECN for RAIO CT PowerPoint on the ECN. Do not upload this form to your Student Dropbox.
- Complete USCIS New Employee Orientation, if required.
- Complete Computer Security Training, if required.
- Update Concur Profile; make travel arrangements as soon as you know the travel dates for your class.
- Obtain passwords and/or access to Westlaw, ECN, and home office Outlook.
- Inform local time and attendance (T&A) administrator to change your work schedule to a basic 8-hour day and 5-day week schedule beginning with the pay period starting on March 1, 2020.
- All DT and pre-requisite PALMS trainings should have been completed by now (see the RAIO Directorate Officer Training Handbook).
- All other Pre-RAIO CTP requirements should have been completed by now.

As soon as you receive notification of the travel dates for your class,

- Make travel arrangements, and inform FLETC Transportation of your flight arrival information no later than Wednesday, February 19, 2020.

➤ **DIVISION TRAINING POINTS OF CONTACT**

Ensure that participants have completed all tasks listed above by the deadlines noted.
In addition:

ASAP/Immediately: Offices/POCs must provide the following to RAIO Training:

- Information about any pre-approved leave scheduled during the Remote or F2F trainings.

Immediately: Offices/POCs must complete the following:

- FLETC Registration POCs should have already entered a request for all F2F ADOTP participants no later than 4pm EST Friday, January 3, 2020.
- Send confirmation to RAIO and Asylum Training that all participants from their respective office have completed the required trainings noted above.

Attachment #2: RAIO DIRECTORATE OFFICER TRAINING – CALENDAR

Distance Training

ASAP/No later than December 30, 2019 – Start Distance & Remote Training (in home office)

February 24, 2020 – RAIO CTP DT & Remote Completion Attestations due

March 3, 2020 – ADOTP DT & Remote Completion Attestations due

USCIS ADOTP 2004A

(b)(7)(e)

Mar. 4, 2020 Travel day from home office to the FLETC in

Mar, 5, 2020 First day of F2F ADOTP component

Mar. 23, 2020 Last day of F2F ADOTP 2004A component; ADOTP 2004B graduation

Mar. 24, 2020 Travel day from the FLETC

USCIS ADOTP 2004B

Mar. 5, 2020 Travel day from home office to the FLETC in

Mar. 6, 2020 First day of F2F ADOTP component

Mar. 24, 2020 Last day of F2F ADOTP 2004B component: ADOTP 2004B graduation

Mar. 25, 2020 Travel day from the FLETC

Attachment #3: KEY TO ABBREVIATIONS

* Note: RAIO and the FLETC have different designations for the same courses. Please use the FLETC designation when communicating with the FLETC.

- ADOTP 2004B: Asylum Division Officer Training Program 2004A
- *USCIS ADOTP 2004A: Asylum Division Officer Training Program 2004A
- ADOTP 2004B: Asylum Division Officer Training Program 2004B
- *USCIS ADOTP 2004B: Asylum Division Officer Training Program 2004B

- ASM/ASY: Asylum Division
- DT: Distance Training (component of training for new officers that is completed in the home office)

REMOTE: RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

- F2F: Face-to-Face classroom training

- RAIO CTP: RAIO Combined Training Program, sometimes shortened to RAIO CTP, CTP, or CT

- RAIO CTP 2004A: RAIO Combined Training Program 2004A
- RAIO CTP 2004B: RAIO Combined Training Program 2004B

RAIO DIRECTORATE OFFICER TRAINING

*RAIO Combined Training Program**

DISTANCE TRAINING COMPONENT WORKBOOK

Last Updated: June 2019

This Workbook and the materials for the RAIO Combined Training Program's Distance Training can be accessed through the [RAIO CTP Distance Training page](#) on the RAIO Training [home page](#).

*This workbook covers the requirements for Distance Training for the RAIO Combined Training Program *only*. Please contact your local training officer(s) or your Division's training coordinators with any questions about your Division-specific Distance Training requirements, if any.

Table of Contents

I. Introduction	3
A. Welcome	3
B. Contact Information	3
C. Purpose of DT.....	4
D. Content and Structure of the DT	4-6
E. Relationship between DT and the Face-to-Face Training.....	6-7
F. Lesson Plans	7
G. Webinars.....	7
H. Feedback	8
I. Presenters at the DT	8
J. Evaluation/Exams.....	8
2. How to Use this Workbook	9-11
3. Syllabus and Attestation Form Instructions	12-13
4. Distance Training Syllabus and Attestation Forms	14-19
5. Content	20-61
6. Division-Specific Supplements	62-63

I. Introduction

A. Welcome to the first component of the RAIO Combined Training Program (“RAIO CTP”) – the Distance Training component. Although you will be in your home office during the Distance Training (DT), you will not be performing your routine office duties during this time. Each office is required to allocate a certain amount of time for new officers to complete the DT—approximately 80 hours are required for the RAIO CTP topics, plus any additional time allocated by your division to cover Division-specific topics (see Division-Specific Supplements at the end of this Workbook). The DT is designed to give you time to read and process selected training materials. This will help prepare you for attending the second component of RAIO CTP, the Face-to-Face component (F2F), which will be conducted in [redacted] You will have an (b)(7)(e) opportunity to raise questions during the F2F component, where the topics may be addressed again.

B. Contact Information

- If you have questions about DT, please contact *both*:

- [redacted] (b)(6)
- and
- [redacted] Adjudications Officer, RAIO Training
[redacted]

Please title your email: **RAIO CTP DT Question – (subject of question)**

- For questions about your Division-specific training requirement(s), please contact:

Refugee Affairs Division: Training and Quality Assurance
[redacted]

Asylum Division: Asylum Division Training Coordinators
[redacted]

International Operations: Quality Assurance, Training and Communication
[redacted]

C. Purpose of DT

The main reasons that DT has been developed as part of RAIO CTP are to:

- **Give you time to read materials before attending the Face-to-Face training**

The training materials are very lengthy, and reading them is time-consuming. To fully understand the topics addressed at the training, officers must read the training materials prior to attending class. There is no class time allotted for reading materials during the face-to face training; if class time were given, it would make the Face-to-Face residential training much longer than it currently is. DT allows you the time needed – during work hours at your home office, rather than away from home at the Face-to-Face training – to do that reading.

- **Ensure that you begin the Face-to-Face training with a basic foundation of the subject matter**

Officers new to RAIO have varying levels of knowledge of the topics that are covered in class. Some of you will have in-house certification training, others will not; some of you have been involved in immigration work for many years, others have not. Because of this, instructors must teach classes with students of varying levels of knowledge, which is difficult for both the instructors and the students. The DT component prior to the Face-to-Face classroom component attempts to reduce this knowledge gap so that all of you will have a basic foundation in/understanding of the course topics prior to the start of the Face-to-Face component. If you are already familiar with the course content, and able to complete the reading and assignments for a topic quickly, utilize any additional allotted time to expand your knowledge and to help others: complete the additional activities in this workbook, read the Additional Resources in the lesson plans, and help your colleagues in your office who are new to this work. For more information about how to use your time during the DT, see section 2 – How to Use this Workbook, item 9.

- **Better utilize the Face-to-Face time for exercises and practical application of the concepts in the materials**

When all students have read the materials in advance and have a basic understanding of the course topics, instructors do not need to go over the content in great detail during class. Instead, a summary of the content can be provided and the majority of class time can be spent on discussion and practical application of the information and concepts in the training materials.

D. Content and Structure of the DT

What You Will Need:

The information and materials, including links to other materials that you will need for DT, are in this Workbook. **Important Note: Refer to the ECN version of the DT Workbook rather than downloading a copy on your computer. This**

Workbook may periodically be updated with new links or additional training modules. Additional instructions and links to documents for DT may also be posted on the USCIS Enterprise Collaboration Network (ECN), the virtual work environment that allows us to collaborate and share information with other USCIS ECN users. Therefore, it is important to refer regularly to the [Distance Training page](#) on the RAIO Training [home page](#) while you are completing the DT. If you download the Workbook to your desktop, that version may not have the most recent links or updates.

In addition to completing the reading assignments, you will listen to recorded Webinars with instructors, read supplemental training materials, take quizzes, and complete exercises that you will upload onto the ECN.

Time Management:

The current DT model was designed to be a flexible and self-directed program of study. This design was implemented in response to feedback from the Divisions regarding competing obligations that often arise during the employee on-boarding process and the redundancy of certain activities required for both DT and other on-boarding activities, such as in-house certification programs. This flexible approach allows for the possibility of incorporating other on-boarding or administrative tasks into your schedule while you complete the DT assignments, in cooperation with your local management and Division training coordinators.

Because you are in your home office during the Distance Training (DT) rather than at a “Face-to-Face” classroom training, you will need to make a clear distinction between your office work and the time you spend on this training. **For this reason, you must use all of the allotted time to complete each respective topic** (i.e. – you cannot finish individual topics or the training early)—just as if you were at a Face-to-Face training. For those of you who may finish a topic and have extra time, there are additional assignments for you to complete in the Workbook. Additional information on how to use your time can be found below in section 2 – How to Use this Workbook, item 9.

We also recommend that you do not spend more than the allotted amount of time on any individual topic, and that you adhere to your proposed schedule as closely as possible. Completing the Distance Training requires absorbing a large volume of information over a relatively short period of time. You will find that this will also be the case in your work as a RAIO officer. Developing good time management skills is key to processing cases effectively and efficiently, as well as to a successful career in RAIO. Keep in mind as you read through the materials that, while the RAIO CTP exams are “closed book,” you are not expected to memorize the contents of each Lesson Plan. The Lesson Plans are intended to serve the dual purpose of both training and guidance documents, which you will be able to access throughout your training and beyond.

The time allocated for each topic includes time to read the materials, take the quizzes, and complete and upload the exercises. Participant feedback from prior DTs overwhelmingly reflected that the time allocated for each topic was appropriate. A few of the participants, however, especially those who had prior immigration experience or who had attended in-house training in their offices, stated that too much time was given. A few other participants, particularly those with no background in refugee or asylum work, stated that they needed more time. Anticipating that there will be participants with a range of backgrounds, we have kept the times for required reading and exercises at a level that should allow all participants to complete the assignments.

Division-Specific Distance Training:

This Workbook only covers the requirements for the RAIO CTP component of Distance Training. Your Division may have additional DT requirements and assignments which are part of its Division-specific training, or it may postpone your Division-specific training requirements until after RAIO CTP has been completed.

Supplemental information about the Distance Training requirements for each Division (Refugee Affairs, Asylum, and International Operations) can be found at the end of this Workbook. The Asylum Division, for example, has its own Distance Training component which takes approximately **31 hours** to complete ([click here](#) to view the Asylum Division's DT materials). Please look at your Division's DT requirements, if any, and take this time into account when planning your schedule (see section 2 – How to Use this Workbook, below).

Please contact your local training officer(s) or your Division's training coordinators as instructed in part B, above, with any questions about your Division-specific training assignments.

E. Relationship between DT and the Face-to-Face Training

The topics covered at DT will be reinforced during the residential, Face-to-Face component that follows DT. Because you will have read the materials and completed exercises, you are expected to come to class with at least a basic knowledge of the topics and be prepared to actively participate in the discussions and exercises. Instructors will approach the Face-to-Face classes with this in mind. The instructors will not simply lecture in class on the information in the lesson plans. Rather, instructors will help you apply the information and concepts in the lesson plans through practical exercises, case studies, discussions with subject matter experts, and problem-solving activities.

It is important that you complete the required DT reading and assignments because:

- The assignments will form the basis of Face-to-Face classroom activities.

- You will be expected to know and apply the material during the mock interviews at CTP and Division-specific trainings.
- The information for the exams given during CTP and Division-specific trainings will be taken from the lesson plans and will test both your knowledge of the content of the lesson plans and your ability to apply that knowledge.

F. Lesson Plans

The RAIO Lesson Plans consist of:

- The main body of the Lesson Plan
- Other materials (e.g., glossaries, lists of cases)
- Division-specific Supplements (information specific to the divisions)

DT consists of a list of assigned topics. You are required to read the body of the Lesson Plans for each of these topics as well as the supplement for your division (Refugee Affairs, Asylum, or International Operations). Supplements are located after the Lesson Plan and are color-coded by division:

RAD ASM IO

G. Webinars

Wherever you see a reference to a webinar in the syllabus, please click on the link to access the respective webinar. All webinars are pre-recorded so that local Training Officers can present them on a periodic basis, and so that all RAIO CTP DT participants have the flexibility to access them on their self-directed DT schedule. The webinars are housed on the Webex system. You will use the password **RAIOCTPdt19!** to access the recordings.

Troubleshooting:

- If you are prompted to verify your email for Webex, the email verification could be sent to your “Junk E-Mail”.
- Please be patient, as the video may take some time to load.
- If you are having difficulty opening the video, try both Google Chrome and Internet Explorer. In Google Chrome, the video will load in the browser itself. In Internet Explorer, the video will open Windows Media Player.

Important Update: Prior to 1/10/2018, the RAIO CTP DT curriculum consisted of a *live* Westlaw Webinar. The Westlaw Webinar is no longer part of the DT curriculum, however, all Officers are encouraged to take one (or more) of the free webinars offered directly by Westlaw. The webinars are offered on a monthly basis and are targeted for varying levels of experience with Westlaw. You can also contact Westlaw directly to

request a personalized tutorial on a subject area of your choosing. By updating this part of the curriculum, RAIO Training aims to provide you with more flexibility to take a webinar at your leisure, as well as attend one that best suits your level of experience with Westlaw. You can explore the webinars Westlaw offers by visiting the Department of Homeland Security Westlaw Support and Training Website by clicking [here](#). Information about requesting personalized tutorials is provided [here](#). Note: [RAIO Directorate Officer Training Handbook](#) provides additional information about how to request access to Westlaw as a RAIO Officer.

H. Feedback

We request that you give feedback about each topic covered during the DT so we can make improvements to the Distance Training. We have provided links to brief feedback surveys at the end of each module in section 5 of the Workbook which should take a minimal amount of time to complete. Your feedback should address the following:

- Time allotment – too much, too little, just right
- What worked well and **why?**
- What should be changed and **why**; also **how** do you suggest it be changed to improve the training?

We appreciate any comments and suggestions you may have. We are especially interested in the “why” of your feedback.

I. DT Instructors

Biographical information for the instructors who facilitate the Webinars or other aspects of the DT can be accessed through the [Instructor Library](#) on the RAIO Training home page.

J. Evaluation/Exams

As noted in the Handbook and the Student Information Memo, you will be tested during the Face-to-Face residential training on your knowledge of the material covered during the Combined Training. Note the following about the exams:

- No exams during the Distance Training (however, there are quizzes during the DT that serve as knowledge checks and are not graded)
- Two Multiple Choice Exams during the Face-to-Face residential training

- Exam topics include Lesson Plans covered during both the Distance Training and the residential training (e.g., includes Case Law and Sources of Authority, which are addressed during the DT, but not during the Face-to-Face training)
- All questions relate to the objectives listed in the beginning of each Lesson Plan.
- Divisions will provide information regarding Division-specific exams, which will build on the foundational concepts covered during RAIO CTP (DT and Face-to-Face trainings).

2. How to Use this Workbook

1. **Plan your DT schedule.** Check the syllabus in section 4 – Distance Training Syllabus and Attestation Forms, for a list of your assignments. Coordinate group activities such as the interview observation and screening of the Well-Founded Fear documentary with your supervisor or local Training Officer so that you do not miss them. Create a proposed schedule, using the ‘Projected Completion Date’ column in the Distance Training Syllabus and Attestation Forms. When creating your proposed schedule, take into account the number of hours you need to complete the DT assignments (for both RAIO CTP and your Division-specific training), and any pre-approved leave or other tasks that you have to accomplish during this time period. Indicate your projected completion date for each topic on the syllabus. While your projected completion dates may change and do not need to be set in stone, this should provide a general guideline for you and your supervisor to ensure that you have sufficient time to finish your DT assignments before your Face-to-Face training is scheduled to begin. Keep in mind that you must complete **all** of the required DT assignments in order to be eligible to proceed to the Face-to-Face component of RAIO CTP.
2. **Read the body of the Lesson Plans and the Supplements for your division.** The reading assignments are listed below in section 4 – Distance Training Syllabus and Attestation Forms, with additional instructions in section 5 – Content. Lesson Plans are on the RAIO Training ECN site; there are links in section 5 of this Workbook to each Lesson Plan. You may also want to bookmark the [Lesson Plans library](#) on the ECN so that you can refer to them as needed in your work. When accessing Lesson Plans, click to open as “read only” if prompted.
3. **Complete any corresponding assignment(s) (e.g., exercises, quizzes)** located in this Workbook in section 5 – Content. There are links to the exercises and quizzes as appropriate. Please consult the Content section on a regular basis to see instructions for each topic listed in the syllabus.

Exercises: Some Lesson Plans contain practical exercises; do NOT complete them. You need to refer only to this Workbook to know which exercises to complete. RAIO training staff will provide individualized written feedback on some of your exercises as a refresher, prior to the Face-to-Face component.

Quizzes: Each quiz consists of up to 10 multiple-choice or true/false questions; they serve as a knowledge check on your understanding of what you have read in the Lesson Plan on the topic. These quizzes are not graded; however, you must include your name and RAIO CTP class designation when you submit your quiz response. Instructors will review your responses when preparing to teach at the Face-to-Face component.

Choose the one best answer to each question unless the quiz you are taking instructs otherwise. An answer key will be provided immediately after you submit your answers, or else it will be posted on the ECN. If you missed any questions, please go back to the Lesson Plan and review the concepts addressed in those questions. Depending on time available during the Face-to-Face presentation on the relevant topic, your instructor may review the quiz in class to address any remaining concerns.

(b)(6)

- 4. Write down any questions you have about the content of the course.** You can send them to or else ask them at the Face-to-Face residential component of the training.

If you have questions about the DT process or procedures, send an email to RAIO Training following the instructions on page 3 of this Workbook.

- 5. Upload your work to the ECN,** if required in the instructions for the exercise. You will be asked to upload certain exercises to a dropbox created for you on the ECN. You will be given individualized feedback on some of these exercises before the start of your Face-to-Face training. Dropboxes can be located on the Distance Training page on the RAIO Training ECN site. These dropboxes will also be accessible to you on your class-specific ECN page during your Face-to-Face training. Due to ECN storage limits, please only upload documents to your dropbox when specifically instructed in the Workbook.
- 6. Print and bring your work with you to the Face-to-Face class** if instructed in the Workbook.
- 7. Be prepared to ask your questions and discuss your responses** to the exercises at the Face-to-Face component of the training.

8. **Complete the feedback survey for each topic.** You can access the feedback survey for each topic on its respective topic page in the Workbook. If a topic does not have its own page in the Workbook, such as the RAIO Library webinar, for example, the link for providing feedback will be made available on the ECN site along with the information for accessing the webinar.
9. **Use your time wisely.** The schedule lists the topics you should cover and the required amount of time to spend on each topic. How you use your work time to complete the listed assignments is at your discretion, in conjunction with the guidance of your local office management and your Division’s training coordinators. However you structure your time, **all assignments must be completed and the Midpoint and Completion Attestations must be submitted to RAIO Training as instructed in section 3, below, by the due date established for your training class.** The flexible schedule is designed to allow time for administrative tasks in addition to your DT assignments. **If you finish your assignments in less than the allotted amount of time, use any extra time to:** complete the feedback surveys for each module, review your exercises, or review any topics in the Lesson Plans for which you may have missed an answer on a quiz. Once you have finished these tasks, use any extra time in the following manner to the extent possible:
- Read the materials listed under the “Required Readings” and “Additional Resources” in the lesson plans.
 - Complete the additional activities suggested in the Workbook.
 - Read the cases cited in the lesson plans.
 - Draft three to five quiz questions, including an answer key, for the topic. (Example: Q: When an applicant is stateless, persecution and well-founded fear are analyzed with respect to what country? A: Country of last habitual residence. You could also have a true/false question, a scenario-based question, a multiple-choice question, etc.)
 - Draft a practical exercise for the assigned topic. An effective practical exercise includes precise instructions to the students and focuses on an important issue that is covered by the lesson plan. Please see the exercises in this Workbook for examples. Your practical exercise may be incorporated into future trainings.
 - If you draft quiz questions or a practical exercise, clearly name and save the documents to indicate the topic and the type of exercise. For example, (b)(6) “International Human Rights Law – Quiz Questions.” Email these documents to for review and consideration for use in future trainings.

3. Syllabus and Attestation Form Instructions

The syllabus that follows in section 4 of this Workbook provides a list of modules you are required to complete for the Distance Training component of RAIO CTP. By signing and submitting these forms, you are certifying that you have completed the RAIO CTP Distance Training in accordance with this Workbook and the guidance outlined in the RAIO Directorate Officer Training Handbook.

Please follow the instructions below to complete the Distance Training Syllabus and Attestation Forms. **Sample completed forms, along with a tip sheet, can be found on the DT website by [clicking here](#)** or looking under “Links For: DT Syllabi and Attestation Forms.”

1. Using the ‘Projected Completion Date’ column, plan when you expect to complete each topic using the time allocated for each subject. Account for breaks and leave when arranging your schedule. Please note, the projected completion dates are only for your internal planning purposes and do not need to match the actual completion date. Your Division’s training coordinators and local management may provide additional instructions about how to schedule your training.
2. Complete each topic and its corresponding assignments using the allotted time for that topic; RAIO Training suggests that you complete each topic in the order listed, although you may complete them in a different order.
3. When you have completed a topic, initial and date (using MM/DD/YY format) the corresponding box to indicate that you have completed the work required for that topic.
4. Once you have completed half of the Distance Training, or approximately 40 hours of work, you and the coordinating Supervisor or Training Officer from your office must sign and date the Midpoint Attestation Form, found in section 4 of this Workbook.
5. If you did not yet complete a topic at the midpoint, leave the box for that topic blank.
6. Print, scan and email a copy of all pages of the RAIO CTP Distance Training Syllabus and Midpoint Attestation to the RAIO Training mailbox (b)(6) using the contact information provided in section I, part B, above. **Title your email and attachment as follows:**

Last Name, First Name_RAIO CTP Midpoint Attestation

7. Once you have completed all of Distance Training, you and the coordinating Supervisor or Training Officer from your office must sign and date the Completion Attestation form and verify your completion of all topics.
8. If you were unable to complete any topic, leave the corresponding box blank, and attach an explanation of why the topic was not completed.
9. Print, scan and email a copy of **all pages** of the RAIO CTP Distance Training Syllabus and Completion Attestation to the RAIO Training mailbox (b)(6) using the contact information provided in section I, part B, above. **Title your email and attachment as follows:**

Last Name, First Name_RAIO CTP Completion Attestation

10. **Completion of the Distance Training is valid for one year.** The one-year period begins tolling with the completion of the first topic of the Distance Training. Training participants must travel and attend the Face-to-Face component of the RAIO Combined Training within this one-year period. If the time frame between completion of the first DT topic and travel to Face-to-Face will exceed one year, RAIO Training must be notified.

4. Distance Training Syllabus and Attestation Forms

See 5. Content, for detailed instructions and links. [Click here](#) for a printer-friendly version.

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
<u>DT Orientation: reading + activity.</u>	<i>1.5 hours</i>		
Welcome View welcome video by <i>Jennifer Higgins, Deputy Assoc. Dir. (now Assoc. Dir.), RAIIO</i> click here	<i>10 minutes</i>		
<u>RAIO Directorate Handbook and Memorandum: reading + quiz</u>	<i>45 minutes</i>		
<u>Core Values and Guiding Principles for RAIIO Employees: reading + exercise</u>	<i>30 minutes</i>		
<u>Sources of Authority: reading + exercise</u>	<i>1.75 hours</i>		
<u>Reading and Using Case Law: reading + exercise</u>	<i>2.75 hours</i>		
Sources of Authority & Reading and Using Case Law: Click here to view the webinar [PW: <input type="text"/>	<i>1 hour</i>		
<u>International Human Rights Law: reading + quiz</u>	<i>1.5 hours</i>		

(b)(7)(e)

(b)(7)(e)

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
<u>UNHCR Overview</u> : <i>reading</i>	<i>1.5 hours</i>		
<u>Refugee Definition</u> : <i>reading + quiz</i>	<i>2 hours</i>		
<u>Persecution</u> : <i>reading + quiz</i>	<i>2.25 hours</i>		
Refugee Definition; Persecution : <u>Click here to view the webinar</u> [PW: <input type="text"/>] + <i>exercise</i>	<i>1.5 hours</i>		
<u>Interviewing – Intro to the Non-Adversarial Interview</u> : <i>reading + exercises</i>	<i>2.5 hours</i>		
<u>Nexus and the Protected Grounds (minus PSG)</u> : <i>reading + exercises + quiz</i>	<i>3.5 hours</i>		
<u>Nexus – PSG</u> : <i>reading + quiz</i>	<i>4 hours</i>		
<u>Well-Founded Fear</u> : <i>reading + quiz</i>	<i>2.5 hours</i>		
<u>Interviewing – Survivors of Torture</u> : <i>reading</i>	<i>1 hour</i>		
<u>Interviewing – Note Taking</u> : <i>reading</i>	<i>1 hour</i>		
<u>Mock Interview Transcript</u> : <i>reading + exercise</i>	<i>1 hour</i>		
<u>Interviewing – Eliciting Testimony</u> : <i>reading + exercises</i>	<i>2 hours</i>		

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
Interviewing – Working with an Interpreter: <i>reading + Click here to view the webinar</i> (b)(7)(e) [PW: <input type="text"/>] + exercise	2 hours		
Detecting Possible Victims of Trafficking: <i>reading + online training [currently unavailable]</i>	2.5 hours		
Cross-Cultural Communication: <i>reading</i>	45 minutes		
Evidence: <i>reading + quiz</i>	2 hours		
SUBMIT MIDPOINT ATTESTATION			
Credibility: <i>reading + quiz</i>	3 hours		
Fraud and FDNS Overview: <i>reading</i>	2.5 hours		
International Religious Freedom Act (IRFA): <i>reading + quiz</i>	2 hours		
Persecutor Bar: <i>reading + quiz</i>	2 hours		
Mass Atrocities and Genocide Awareness: <i>reading</i>	30 minutes		
LGBTI Claims: <i>reading + quiz</i>	2 hours		
Gender-Related Claims: <i>reading + quiz</i>	1.75 hours		
Children’s Claims: <i>reading + quiz</i>	3.5 hours		
National Security, Part I: <i>reading + quiz</i>	1.5 hours		

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
<u>National Security, Part 2 (TRIG):</u> <i>reading + quiz</i>	3.5 hours		
<u>Researching and Using Country of Origin Information (COI) in RAO Adjudications:</u> <i>reading + exercises.</i>	1.5 hours		
<u>Firm Resettlement:</u> <i>reading + quiz</i>	1.25 hours		
<u>Discretion:</u> <i>reading</i>	30 minutes		
<u>Decision-Making:</u> <i>reading + exercise</i>	1.5 hours		
<u>Interview Observation:</u> <i>observation + complete form</i> *(HQ-located staff to observe at ZAR-ZAC – includes 1 hour for return travel to HQ if needed; Refugee Officers will watch a recorded refugee interview; other sites determined by Divisions)	2 to 4 hours*		
<u>Well-Founded Fear</u> <u>Documentary:</u> <i>viewing + exercise/discussion</i>	3 hours		
RAIO Library: <u>Click here to view the webinar</u> [PW: <input type="text"/>	1 hour		
Office of Security & Integrity (OSI) and Significant Incident Reporting: <u>click here to view the webinar</u> [PW: <input type="text"/>] & <u>here for the PPT</u>	1 hour		
<u>End of Course Feedback</u>	15 minutes		

(b)(7)(e)

RAIO CTP DISTANCE TRAINING MIDPOINT ATTESTATION

I hereby attest by my signature below that approximately half (or 40 hours) of the RAIO CTP Distance Training assignments, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Distance Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date (MM/DD/YY)

I hereby attest by my signature below that the above-named officer has been allotted the required time to complete approximately half (or 40 hours) of the RAIO CTP Distance Training lesson units, according to the requirements of the RAIO CTP Distance Training guidelines, and I have reviewed the syllabus of the above-named officer to confirm their progress.

Training Officer or Supervisor – Printed Name and Title

Training Officer or Supervisor – Signature

Date (MM/DD/YY)

RAIO CTP DISTANCE TRAINING COMPLETION ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Distance Training assignments, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Distance Training guidelines.

Printed Name of Training Participant

Signature of Training Participant

Date (MM/DD/YY)

I hereby attest by my signature below that the above-named officer has been allotted the required time (approximately 80 hours) to complete of all of the RAIO CTP Distance Training lesson units, according to the requirements of the RAIO CTP Distance Training guidelines, and I have reviewed the syllabus of the above-named officer for completeness.

Training Officer or Supervisor – Printed Name and Title

Training Officer or Supervisor – Signature

Date (MM/DD/YY)

5. Content

DT Orientation

Read in the Workbook (1) “Introduction,” (2) “How to Use this Workbook,” and (3) “Syllabus and Attestation Form Instructions.” Look through the rest of the Workbook to become familiar with the DT process and schedule.

Read the “Intro to ECN for CT PowerPoint” on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above documents? *If yes, your task now is to:*

Complete the **RAIO Training Certification Statement**, if you have not done so already, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”

Follow the instructions on slides 36-41 of the “Intro to ECN” PowerPoint to attach your completed RAIO Training Certification Statement to your Student Questionnaire (NOTE: Do *NOT* upload it to your Dropbox).

Complete the **Student Honor Code Form** and the **USCIS Photograph and Publicity Release Form** under “Links For: Welcome Binder” on the [Distance Training page](#). Scan and email your completed forms to (b)(7)(e)

Plan your DT Schedule. Take a few minutes to read through the DT syllabus in section 4, above. Now fill in a projected completion date for each of the DT topics, taking into account the number of hours required for DT assignments (approximately 80 hours for RAIO CTP, plus any Division-specific assignments), and any pre-approved leave or other tasks you need to accomplish. Consult with your local training coordinator or supervisor to make sure that all of your responsibilities during this time period have been considered and that your proposed schedule will allow you to complete all assignments by the deadline established for your class to submit your completion attestations.

Complete this survey (click on *survey*)

Please click on the link above to answer a few questions about this module on the ECN. You must complete this step to register your initiation of the DT course.

If you have just recently filled out the Student Questionnaire on the ECN and you are unable to complete this survey, please wait a few days and then try again. If you are unable to complete the survey a week or more after filling out the Student

Questionnaire, please email

(b)(6)

Click here to navigate up to the Distance Training Syllabus

RAIO Directorate Handbook and Information Memorandum

Read the **RAIO Directorate Officer Training Handbook**.

Now **read** the **RAIO CTP Student Information Memorandum** for your class, which can be located on your class-specific home page on the **RAIO Training ECN site** (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class. Continue to check back periodically on the RAIO Training ECN site for your class-specific information memo, which contains important dates and deadlines. Please note that specific class assignments may not be finalized until a few weeks prior to your scheduled Face-to-Face training.

Have you finished reading both documents? *If yes, your task now is to:*

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Click here to navigate up to the Distance Training Syllabus

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Read [USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct](#), which went into effect on February 9, 2015, and the attached [Summary Guidance](#).

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

Note that the presentation on USCIS core values and RAIO guiding principles is normally scheduled for Day Two of the Face-to-Face component. You do not have to post your observations on the ECN. However, **please be sure to bring your notes to the Face-to-Face class on Day Two.**

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact RAIO Training.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

(b)(7)(e)

Complete this Exercise

- Complete the exercise as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – Sources of Authority

- Review your answers during the Sources of Authority & Reading and Using Case Law Webinar after the next module.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

(b)(7)(e)

Complete this Exercise

- *Fill out the form and save your document. Use the below file naming convention to save your work:*

LastName, FirstName – Case Law Form
- *If you receive a pop-up box prompting you for a password when you access the exercise form, please select “Read Only.” After the exercise form opens, you will then need to “Save As” in order to save it to your personal drive while you complete the form.*
- *Review your answers during the Sources of Authority & Reading and Using Case Law Webinar.*
- *Upload your work into your dropbox in order to receive written feedback prior to your Face-to-Face training.*

If you finish this assignment early, use your extra time to read *Matter of Acosta*, 19 I&N Dec. 211 (BIA 1985) – a seminal case in asylum law. (**Note:** this is not a required activity.)

[Click here to provide feedback for this topic](#)

[Click here to provide feedback for the Sources of Authority & Reading and Using Case Law Webinar](#)

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

[Click here to navigate up to the Distance Training Syllabus](#)

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of the RAIO Combined Training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

UNHCR Overview

Have you finished reading the [lesson plan](#)?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of the RAIO Combined Training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of the RAIO Combined Training.*
- *During the Refugee Definition and Persecution [Webinar](#), you will be asked to complete a Practical Exercise located here: [RAIO CT – Persecution -](#) Please pull it up on your computer before you play the Webinar recording.*

(b)(7)(e)

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to provide feedback for the Refugee Definition & Persecution Webinar](#)

[Click here to see the PowerPoint presentation for the Refugee Definition & Persecution Webinar](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the lesson plan?

If yes, your tasks now are to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

- Complete the exercises as instructed on a separate Word document and save your document using the below file naming convention:

LastName, FirstName – Non-Adversarial Interview

- Upload your work to your student dropbox.
- Be prepared to discuss this exercise during the Face-to-Face component of the RAIO Combined Training.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the lesson plan?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- *Complete Exercise #1 as instructed in a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Nexus

- *Upload your work into your dropbox in order to receive written feedback prior to your Face-to-Face training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Nexus – PSG

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAI O CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Interviewing – Survivors of Torture

Have you finished reading the [lesson plan](#)?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Interviewing – Note Taking

Have you finished reading the lesson plan?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Mock Interview Transcript

Print out a copy of the transcribed interview.

(b)(7)(e)

Complete this exercise

You do not have to post your observations on the ECN. However, **please be sure to bring your notes to the Face-to-Face class**. The exercise may be the basis of discussion during certain sessions.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

Exercise #4

- *Complete the exercises as instructed on a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Eliciting Testimony

- *Upload your work to your student dropbox.*
- *Be prepared to discuss your answers during the Face-to-Face component of the RAIO Combined Training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Interviewing – Working With an Interpreter

Have you finished reading the lesson plan and viewing the Webinar?

If yes, your task now is to:

Complete this exercise

(b)(7)(e)

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Detecting Possible Victims of Trafficking

Have you finished reading the [lesson plan](#)?

If yes, your tasks are now to:

- **Complete this online course: “Human Trafficking Awareness for DHS Personnel”**

(b)(7)(e)

You can access this course by logging into PALMS, the USCIS learning management system:

Please contact your local training officer if you have problems logging onto PALMS.

- **Click here to read a message from the former Director of USCIS, León Rodríguez, regarding the fight to combat human trafficking:**

Beginning in 2010, by Presidential Proclamation, each January has been proclaimed National Slavery and Human Trafficking Prevention Month to raise awareness of the fight against modern day slavery. DHS created the Blue Campaign in 2010 to serve as the Department’s unified voice to combat human trafficking.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Cross-Cultural Communication

Have you finished reading the [lesson plan](#)?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of this course.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Mass Atrocities and Genocide Awareness

Read the [Presidential Study Directive on Mass Atrocities \(PSD-10\)](#), released August 4, 2011 ([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report from NPR's Morning Edition](#) about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read [Matter of Vides Casanova](#), 26 I&N Dec. 494 (BIA 2015), the recent BIA case referenced in the NPR report.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Children's Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

National Security, Part I

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part I Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

On the ECN, click on “Respond to this Survey” to provide your feedback.

Click here to navigate up to the Distance Training Syllabus

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

On the ECN, click on “Respond to this Survey” to provide your feedback.

Click here to navigate up to the Distance Training Syllabus

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the [lesson plan](#)?

If yes, your task is now to: **Complete these exercises**

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

Complete the exercises as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:

(b)(7)(e) LastName, FirstName – COI Research

PART 1: Visit the [RAIO Research Unit ECN homepage](#). Familiarize yourself with the Country-specific resource guides for each region

Note: you may wish to bookmark one or more of these guides, along with the RAIO Research Unit ECN homepage, in your web browser.

PART 2: Complete the following exercises using the most relevant sources you can find, including those that you may have discovered on the Research Unit ECN. For each exercise, one or more factual issues will be identified. For each of those issues, cite a few sources that help you address the specific issues identified. Explain how the sources you cited, including specific quotations if possible, are relevant to the issue raised and, if applicable, what further information you would like to have in order to adequately adjudicate the issue.

Note: Use the answer in the **EXAMPLE EXERCISE** below as a model.

EXAMPLE EXERCISE:

Issue:

[Redacted]

[Redacted]

Answer:

[Redacted]

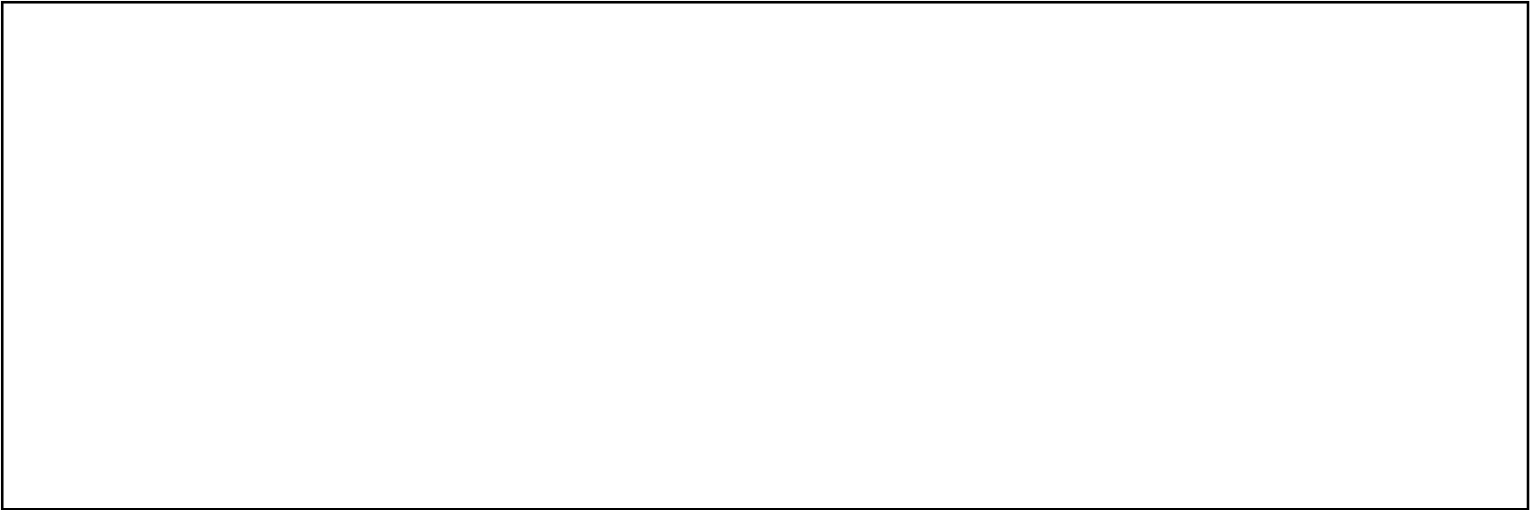
[Redacted]

EXERCISE ONE

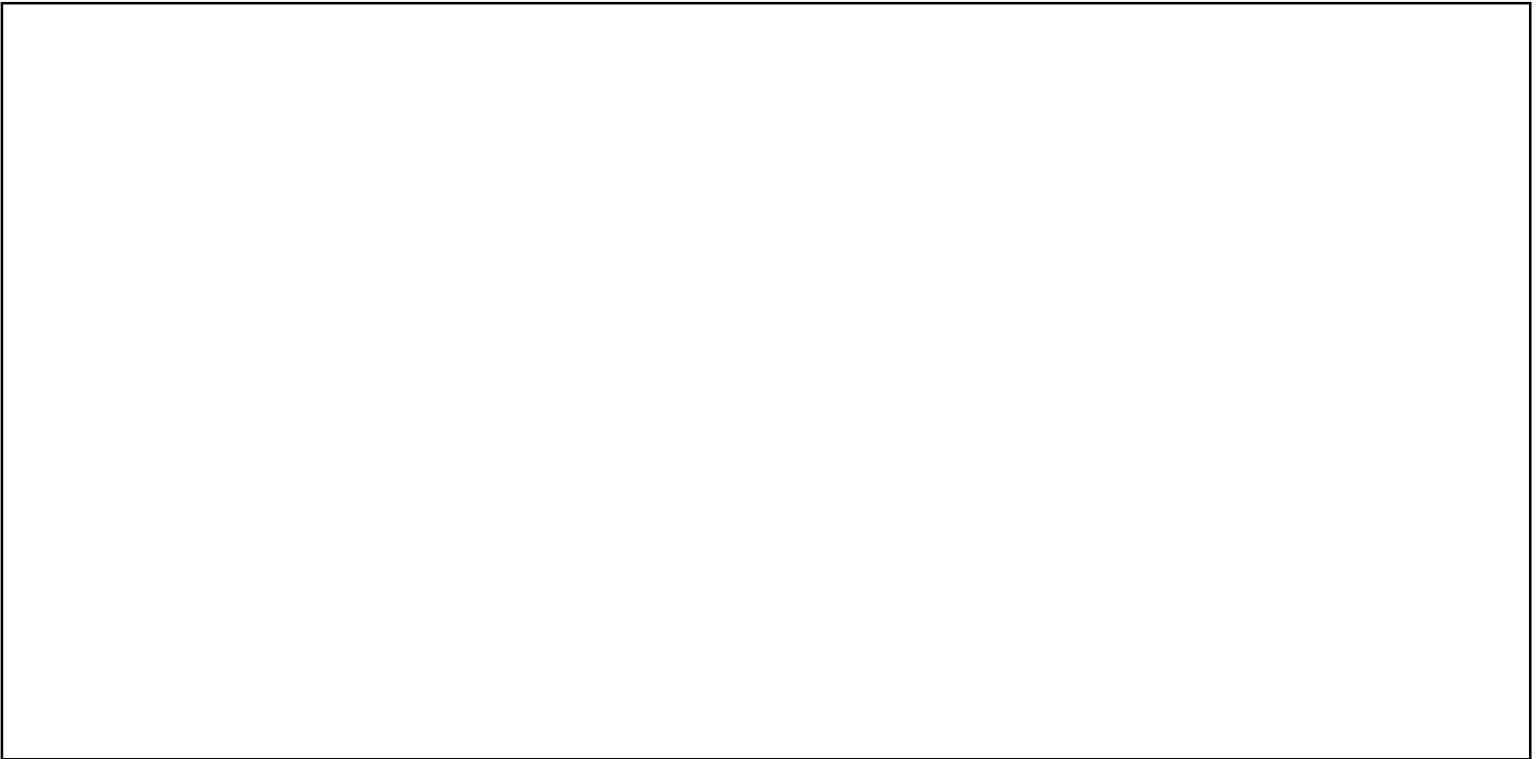
[Redacted]

EXERCISE TWO

(b)(7)(e)



EXERCISE THREE



Click here to provide feedback for this topic

Click here to navigate up to the Distance Training Syllabus

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Discretion

Have you finished reading the [lesson plan](#)?

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Decision-Making

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this exercise

(b)(7)(e)

- Read the instructions and provided [here](#).
- Complete the [exercise form](#) as instructed and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – Decision Making

- *Be prepared to discuss your answers during the Face-to-Face component of RAIO CTP.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Interview Observation

Your task is to:

Observe a RAIO interview

Each asylum office will make the appropriate arrangements for Asylum Officers (AOs) to complete this activity and will follow the local procedures that are in place for interview observations. Depending on the workload of each office, you may observe a credible fear or reasonable fear interview instead of an asylum interview. Refugee and International Adjudications Officers (ROs and IAOs) will watch a recorded refugee interview. Please see your Division's training coordinators for additional information. If you are not an AO, RO, or IAO, you may either travel to a nearby asylum office or view a videotaped mock interview. For HQ staff located in DC, please contact RAIO Training using the [contact information](#) provided in section I, part B, above, to help coordinate an appropriate interview observation for you.

- Prior to your interview observation, please review the [RAIO CT DT interview observation form](#) so you have an idea of what information you will need to take note of during the observation.
- After your interview observation, complete and save the interview observation form. *Please upload your work into your dropbox using the following file naming convention:*

LastName, FirstName – Interview Observation

If your home office is unable to schedule an interview observation for you prior to the Face-to-Face component of RAIO CTP, you may complete the interview observation form for an interview you observed prior to starting DT.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Well Founded Fear – A documentary film

Your task is to:

View the documentary, *Well Founded Fear*

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, Point of View (POV).

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, **complete this exercise**, which raises issues for consideration and discussion.

- Please note, the exercise is just for your consideration and discussion – it does not need to be uploaded into your dropbox.

[Click here to provide feedback for this topic](#)

[Click here to navigate up to the Distance Training Syllabus](#)

Congratulations!

You have finished the Distance Training component of the RAIO CTP.

Please complete this End of Course Feedback Survey to help us improve the Distance Training.

Thank you for your participation and for your feedback.

Don't forget . . .

Make sure you have also completed the Distance Training assignments for your Division.

(See section 6 – Division-Specific Supplements, below)

6. Division-Specific Supplements

The Division-specific DTs vary in length and format. You will receive information from your Division (Refugee Affairs, Asylum, or International Operations) regarding your Division-specific DT schedule, if any, as well as any materials and exercises for your Division-specific training.

SUPPLEMENT A – REFUGEE AFFAIRS DIVISION

No Division Supplement

SUPPLEMENT B – ASYLUM DIVISION

(b)(6)

The Asylum Division's DT course requires approximately **31 hours** to complete.

[Click here](#) to view the Asylum Division's DT Syllabus and Attestation Forms.

Please contact Asylum's training coordinators at [redacted] with any questions regarding their DT materials or requirements.

SUPPLEMENT C – INTERNATIONAL OPERATIONS DIVISION

The International Operations Division's DT course requires approximately **16 hours** to complete.

Please contact IO's training coordinators at [redacted] with any questions regarding their DT materials or requirements.

RAIO CTP Distance/Remote Training 2002A/2002B Instructions and Schedule

Welcome to RAIO CTP Distance/Remote Training 2002 A/B!

For the next 25 days you will be participating in a RAIO CTP Distance/Remote Training. This training program consists of a combination of pre-recorded webinars and live webinars using WebEx. The following pages outline each day of your RAIO CTP Distance/Remote Training.

Completion of all training requirements according to the following schedule, and attendance at each live session, is mandatory.

Webinars

Most of the live sessions will take place at the same time each day, but please make sure to check the schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox.

Exams

Two multiple-choice exams will be administered by your home office during this training. The exams will take place at 8AM Local Time on Monday, 12/30/2019 and Tuesday, 1/14/2020. You will be given additional instructions and information about the exams during the course of the Remote training.

Officers must pass RAIO CTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the RAIO CTP exams. You must first pass the RAIO CTP before moving on to the Asylum-specific portion of the training.

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Questions that arise throughout the training should be addressed during the live sessions. Please direct all urgent questions to:

[Redacted contact information]

(b)(6)

Best of luck!

The RAIO & Asylum Training Teams

Login Instructions for a Live WebEx Webinar

1. For each live WebEx webinar, you will receive an WebEx invitation via email from a session facilitator prior to the start of the session.
2. Every student must login using their own computer, even if you are working in a group or sitting with other students. Logging in using your own computer confirms your attendance and helps to facilitate small group break-out sessions during the webinar. Do not call in with your phone prior to logging in with your computer.
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session at least 10 minutes prior to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using Google Chrome.
 - c. The first time you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. Enter your phone number and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email

(b)(6)

Topic	Time Allocated	Initial & Date Upon Completion (MM/DD/YY)
<p>Live webinar: Welcome to RAIO CTP Remote</p> <ul style="list-style-type: none"> • Welcome & Overview of RAIO CTP Distance and Remote Training • Facilitated by HQ Instructors 	1.5 hours	
<p>Live webinar: Exam Overview and Practice Exam</p> <ul style="list-style-type: none"> • Exam overview and practice exam • Facilitated by HQ Instructors and field office exam proctors 	1 hour	
<p><u>DT Orientation:</u> reading + activity.</p>	1.5 hours	
<p>View welcome video by Jennifer B. Higgins, Associate Director, RAIO click here</p>	10 minutes	
<p><u>RAIO Directorate Handbook and Memorandum:</u> reading + quiz</p>	45 minutes	
<p><u>Core Values and Guiding Principles for RAIO Employees:</u> reading + exercise</p>	30 minutes	
<p><u>International Human Rights Law:</u> reading + quiz</p>	1.5 hours	
<p><u>UNHCR Overview:</u> reading (b)(6) (b)(7)(e)</p>	1.5 hours	
<p><u>Webinar: UNHCR & International Human Rights Law</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] UNHCR • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> • YouTube Videos <ul style="list-style-type: none"> ○ When the webinar gets to slide 13, watch <u>the first video</u> in its entirety. ○ When the webinar gets to slide 29, watch <u>the second video</u> up to 5:48. ○ Save the <u>link to the UNHCR Handbook in your browser's bookmarks.</u> 	2 hours	
<p><u>Refugee Definition:</u> reading + quiz</p>	2 hours	

<u>Interviewing – Note Taking: reading</u>	1 hour	
<u>Persecution: reading + quiz</u> (b)(6) (b)(7)(e)	2.25 hours	
<u>Webinar: Refugee Definition & Persecution (PW:</u> [redacted] + exercise • Presentation by [redacted] RAIO Training • Practical Exercises: <u>Persecution Interview Exercise Part 1</u> and <u>Persecution Exercise Part 2</u> to be completed and uploaded to student drop box during the webinar. • Other Materials: <u>PowerPoint</u>	1.25 hours	
<u>Mass Atrocities and Genocide Awareness: reading</u>	30 minutes	
<u>Interviewing – Intro to the Non-Adversarial Interview: reading + exercises</u>	2.5 hours	
<u>Live webinar: Refugee Definition & Persecution</u> • <u>Refugee Definition Practical Exercise</u> and • <u>Persecution Practical Exercise</u> • Q&A on UNHCR & International Human Rights Law, and Refugee Definition & Persecution • Facilitated by HQ Instructors	1.5 hours	
<u>Well-Founded Fear: reading + quiz</u>	2.5 hours	
<u>Webinar: Well-Founded Fear (PW:</u> [redacted] [redacted] • Presentation by [redacted] RAIO Training • Practical Exercises: Slides in the PowerPoint/Webinar contain interactive practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u>	1.5 hours	
Office of Security & Integrity (OSI) and Significant Incident Reporting: <u>click here to view the webinar [PW: [redacted] & here for the PPT</u>	1 hour	
<u>Live Webinar: Well-Founded Fear</u> • <u>WFF Practical Exercise</u> and Q&A • Facilitated by HQ Instructors	1.5 hours	

<u>Gender-Related Claims: reading + quiz</u> (b)(6) (b)(7)(e)	1.75 hours	
Webinar: <u>Gender-Related Claims</u> (PW: [redacted]) <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: <u>The Gender-Related Claims Practical Exercise</u> • Other Materials: <u>PowerPoint</u> 	1 hour	
<u>Interviewing – Working with an Interpreter:</u> reading + Click here to view the webinar [PW: [redacted]] + exercise	2 hours	
<u>Evidence: reading + quiz</u>	2 hours	
<u>Live Webinar: Evidence</u> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Standards of Proof Practical Exercise</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	1 hour	
<u>Persecutor Bar: reading + quiz</u>	2 hours	
Webinar: <u>Persecutor Bar</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted], RAIIO Training • Practical Exercise: <u>Persecutor Bar Practical Exercise</u> to be completed and uploaded to the student drop box during the webinar. • Other Materials: <u>PowerPoint</u> • <u>Persecutor Bar Quick References Handout</u> 	2.25 hours	
<u>Live Webinar: Evidence & Persecutor Bar Q&A</u> <ul style="list-style-type: none"> • Persecutor Bar & Evidence Q&A • Facilitated by HQ Instructors 	1 hour	
<u>International Religious Freedom Act (IRFA):</u> reading + quiz	2 hours	
Webinar: <u>IRFA & Religion Nexus</u> (PW: [redacted]) <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: Slides in PowerPoint/Webinar contain practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> 	1.75 hours	

<p><u>Nexus and the Protected Grounds (minus PSG):</u> reading + exercises + quiz (b)(6) (b)(7)(e)</p>	<p>3.5 hours</p>	
<p><u>Webinar: Nexus and Protected Grounds (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: Slides in PowerPoint/Webinar contain practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> 	<p>3.5 hours</p>	
<p><u>Live Webinar:</u> Nexus and Protected Grounds (Minus PSG) and IRFA Q&A</p> <ul style="list-style-type: none"> • Nexus & Protected Grounds (minus PSG), IRFA & Religion Nexus Q&A • Facilitated by HQ Instructors 	<p>1 hour</p>	
<p><u>LGBTI Claims:</u> reading + quiz</p>	<p>2 hours</p>	
<p><u>Webinar: LGBTI (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training Branch • Practical Exercises: <u>Four LGBTI Practical Exercises</u> to be completed and uploaded to the student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	<p>1.75 hours</p>	
<p><u>Sources of Authority:</u> reading + exercise</p>	<p>1.75 hours</p>	
<p><u>Live Webinar:</u> Gender-Related Claims and LGBTI Q&A</p> <ul style="list-style-type: none"> • Gender-Related Claims & LGBTI Q&A • Facilitated by HQ Instructors 	<p>1 hour</p>	
<p><u>Interviewing – Eliciting Testimony:</u> reading + exercises</p>	<p>2 hours</p>	
<p><u>Webinar: Eliciting Testimony (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Practical Exercises: Live Webinar 10/16 • Other Materials: <u>PowerPoint</u> 	<p>1.5 hours</p>	

<p>Live Webinar: Eliciting Testimony Q&A and Practical Exercises</p> <ul style="list-style-type: none"> • Eliciting Testimony Practical Exercise (no link needed) • Eliciting Testimony Q&A • Facilitated by HQ Instructors 	1 hour	
<p><u>Nexus – PSG:</u> reading + quiz</p>	4 hours	
<p>Live Webinar: Nexus – Particular Social Group (PSG) Q&A</p> <ul style="list-style-type: none"> • Nexus – Particular Social Group Q&A • Facilitated by HQ Instructors 	1 hour	
<p>Children’s Claims: reading + quiz</p>	3.5 hours	

**SUBMIT MIDPOINT ATTESTATION
(see below)**

<p>Live Webinar: Exam #1 Review and Results</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors and field office exam proctors (b)(6) (b)(7)(e) 	1 hour	
<p>Webinar: <u>Adjudicating Children’s Claims</u> (PW: [redacted])</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Interviewing Children</u> • Other Materials: <u>PowerPoint</u> 	2.5 hours	
<p><u>Cross-Cultural Communication:</u> reading</p>	45 minutes	
<p>Webinar: <u>Cross-Cultural Communication</u> (PW: [redacted])</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: Please complete the <u>Facts vs. Assumptions</u> PE prior to watching the Cross-Cultural Communication Webinar • Other Materials: <u>YouTube Video #1</u> and <u>YouTube Video #2</u> 	1.25 hours	

<u>Interviewing – Survivors of Torture: reading</u>	1 hour	
<u>Decision-Making: reading + exercise</u>	1.5 hours	
<u>Researching and Using Country of Origin Information (COI) in RAI0 Adjudications: reading + exercises.</u>	1.5 hours	
<u>Reading and Using Case Law: reading + exercise</u> (b)(6) (b)(7)(c) (b)(7)(e)	2.75 hours	
Sources of Authority & Reading and Using Case Law: Click here to view the webinar [PW: <input type="text"/>	1 hour	
Live Webinar: Children’s Claims and Cross-Cultural Communication Q&A • Facilitated by HQ Instructors	1 hour	
<u>Credibility: reading + quiz</u>	3 hours	
Webinar: <u>Credibility</u> (PW: <input type="text"/> • Presentation by <input type="text"/> RAI0 Training • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	1.25 hours	
Live Webinar: Credibility Q&A • Facilitated by HQ Instructors	1 hour	
<u>Fraud and FDNS Overview: reading</u>	2.5 hours	
Webinar: <u>Fraud Detection and National Security Overview</u> (PW: <input type="text"/> • Presentation by <input type="text"/> Chief, RAI0 FDNS Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	.25 hours	
Webinar: <u>Researching COI</u> (PW: <input type="text"/> • Presentation by <input type="text"/> <input type="text"/> RAI0 Research Unit	3 hours	

<ul style="list-style-type: none"> • Practical Exercises: <u>Country Conditions Research Practical Exercise</u> to be completed and uploaded to student drop box during webinar. • Other Materials: <u>PowerPoint</u> 		
Firm Resettlement: <i>reading + quiz</i>	1.25 hours	
USCIS Ethics and Integrity Training: PALMS (b)(6) (b)(7)(c) (b)(7)(e)	2 hours	
Webinar: <u>Firm Resettlement (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Refugee and Asylum Law Division, Office of Chief Counsel • Practical Exercise: <u>Firm Resettlement PE Handout</u> to be completed and uploaded to the student drop box during webinar. • Other Materials: <u>PowerPoint</u> • <u>Firm Resettlement Chart</u> 	1.5 hours	
Live Webinar: FDNS, Firm Resettlement and COI Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	1.5 hours	
<u>National Security, Part I: <i>reading + quiz</i></u>	1.5 hours	
<u>Discretion: <i>reading</i></u>	30 minutes	
<u>National Security, Part 2 (TRIG): <i>reading + quiz</i></u>	3.5 hours	
Webinar: <u>Terrorism-Related Inadmissibility Grounds (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Chief, TRIG Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	2.25 hours	
Live Webinar: TRIG Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	1 hour	

Live Webinar: Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO	1 hour	
Live Webinar: Exam #2 Review and Results <ul style="list-style-type: none"> Facilitated by HQ Instructors and field office exam proctors 	1 hour	
Live Webinar: RAIO Wrap-Up and Questions <ul style="list-style-type: none"> Facilitated by HQ Instructors 	1 hour	
Well-Founded Fear Documentary: viewing + exercise/discussion with Training Officer	3 hours	

**SUBMIT COMPLETION ATTESTATION
(see below)**

Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox

*** Interview Observations Instructions:**

Please work with your Training Officer(s) to arrange the interview observations in advance. When possible, observe one affirmative interview and one APSO (preferably Credible Fear). If your office does not have affirmative interviews available, please observe one Credible Fear and one Reasonable Fear interview, or two Credible Fear interviews. During the interview, please take notes. You may work with the interviewing Asylum Officer before and after the interview to identify possible claim(s) and issues. After the interview, please discuss briefly with the interviewing Asylum Officer and/or one of your Training Officers. Please contact the Training Team if you have any questions or concerns.

Attestation Instructions:

(b)(6)

Asylum Officers and a Training Officer or Manager must sign and submit the below Midpoint and Completion attestations, along with the initialed/dated syllabus, to: The Midpoint attestation must be submitted by COB on 12/27/19 and the Completion Attestation must be submitted by COB on 1/15/20.

**LIVE SESSIONS FOR
RAIO CTP DISTANCE AND REMOTE TRAINING**

Tuesday, December 10, 2019 (Day 1)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Welcome & Overview of RAIO CTP Distance and Remote Training
- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Exam Overview and Practice Exam

Friday, December 13, 2019 (Day 4)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Q&A Refugee Definition, Persecution

Monday, December 16, 2019 (Day 5)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Well-Founded Fear Q&A and Practical Exercises

Thursday, December 19, 2019 (Day 8)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Evidence, Persecutor Bar

Monday, December 23, 2019 (Day 10)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Nexus & Protected Grounds (minus PSG), IRFA & Religion Nexus

Tuesday, December 24, 2019 (Day 11)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Gender-Related Claims & LGBTI Q&A

Thursday, December 26, 2019 (Day 12)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Eliciting Testimony Q&A and Practical Exercises

Friday, December 27, 2019 (Day 12)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Nexus – Particular Social Group (PSG) Q&A

Tuesday, December 31, 2019 (Day 15)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Exam #1 Review and Results

Friday, January 3, 2020 (Day 17)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Children's Claims and Cross-Cultural Communication

Monday, January 6, 2020 (Day 18)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Credibility

Thursday, January 9, 2020 (Day 21)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Q&A FDNS, Firm Resettlement, & COI

Monday, January 13, 2020 (Day 23)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - TRIG Q&A

Tuesday, January 14, 2020 (Day 24)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO

Wednesday, January 15, 2020 (Day 25)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Exam #2 Review and Results
- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - RAIO Wrap-up & Questions

DT Orientation

Read the “Intro to ECN for CT PowerPoint” on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above document? *If yes, your task now is to:*

Complete the **RAIO Training Certification Statement**, if you have not done so already, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”

Follow the instructions on slides 36-41 of the “Intro to ECN” PowerPoint to **attach** your completed RAIO Training Certification Statement to your Student Questionnaire (NOTE: Do *NOT* upload it to your Dropbox or email it to the training teams).

Complete the **Student Honor Code Form** and the **USCIS Photograph and Publicity Release Form** under “Links For: Welcome Binder” on the [Distance Training page](#). Scan and email your completed forms to

(b)(6)

Complete this survey (click on *survey*)

Please click on the link above to answer a few questions about this module on the ECN. You must complete this step to register your initiation of the DT course.

If you have just recently filled out the [Student Questionnaire](#) on the ECN and you are unable to complete this survey, please wait a few days and then try again. If you are unable to complete the survey a week or more after filling out the Student Questionnaire, please email

RAIO Directorate Handbook and Information Memorandum

Read the RAIO Directorate Officer Training Handbook.

Now **read** the **RAIO CTP Student Information Memorandum**, which can be located on your class-specific home page on the RAIO Training ECN site (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class.

Have you finished reading both documents? *If yes, your task now is to:*

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Read [USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct](#), which went into effect on February 9, 2015.

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

Note that the presentation on USCIS core values and RAIO guiding principles is normally scheduled for Day Two of the Remote component. You do not have to post your observations on the ECN.

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact the Asylum Training Team.

[Click here to provide feedback for this topic](#)

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

UNHCR Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

- *Be prepared to discuss your answers during the Remote component of the RAIO Combined Training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

[Click here to provide feedback for this topic](#)

Interviewing – Note Taking

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Mass Atrocities and Genocide Awareness

Read the [Presidential Study Directive on Mass Atrocities \(PSD-10\)](#), released August 4, 2011 ([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report from NPR's *Morning Edition*](#) about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read [Matter of Vides Casanova](#), 26 I&N Dec. 494 (BIA 2015), the recent BIA case referenced in the NPR report.

[Click here to provide feedback for this topic](#)

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the lesson plan?

If yes, your tasks now are to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

- *Complete the exercises as instructed on a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Non-Adversarial Interview

- *Upload your work to your student dropbox.*
- *Be prepared to discuss this exercise during the Remote component of the RAIO Combined Training.*

If you finish this assignment early, use your extra time as suggested in Section 2, “How to Use This Workbook,” item 9.

Click here to provide feedback for this topic

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- Complete Exercise #1 as instructed in a separate Word document and save your document using the below file naming convention:

LastName, FirstName – Nexus Temple Shooting

- Upload your work into your dropbox.

[Click here to provide feedback for this topic](#)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Interviewing – Survivors of Torture

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

Exercise #4

- Complete the exercises on a separate Word document and uploaded your document to your dropbox with the following naming convention: LastName, FirstName – Eliciting Testimony.

[Click here to provide feedback for this topic](#)

Interviewing – Working With an Interpreter

Have you finished reading the [lesson plan](#) and viewing the [Webinar](#)?

If yes, your task now is to:

Complete this exercise

(b)(7)(e)

[Click here to provide feedback for this topic](#)

Cross-Cultural Communication

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

(b)(7)(e)

Complete this Exercise

- *Complete the exercise as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:*

LastName, FirstName – Sources of Authority

- *Review your answers during the Sources of Authority & Reading and Using Case Law Webinar after the next module.*

Click here to provide feedback for this topic

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Children's Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

National Security, Part I

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part I Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[*Click here to provide feedback for this topic*](#)

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the lesson plan?

If yes, your task is now to: **Complete these exercises**

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

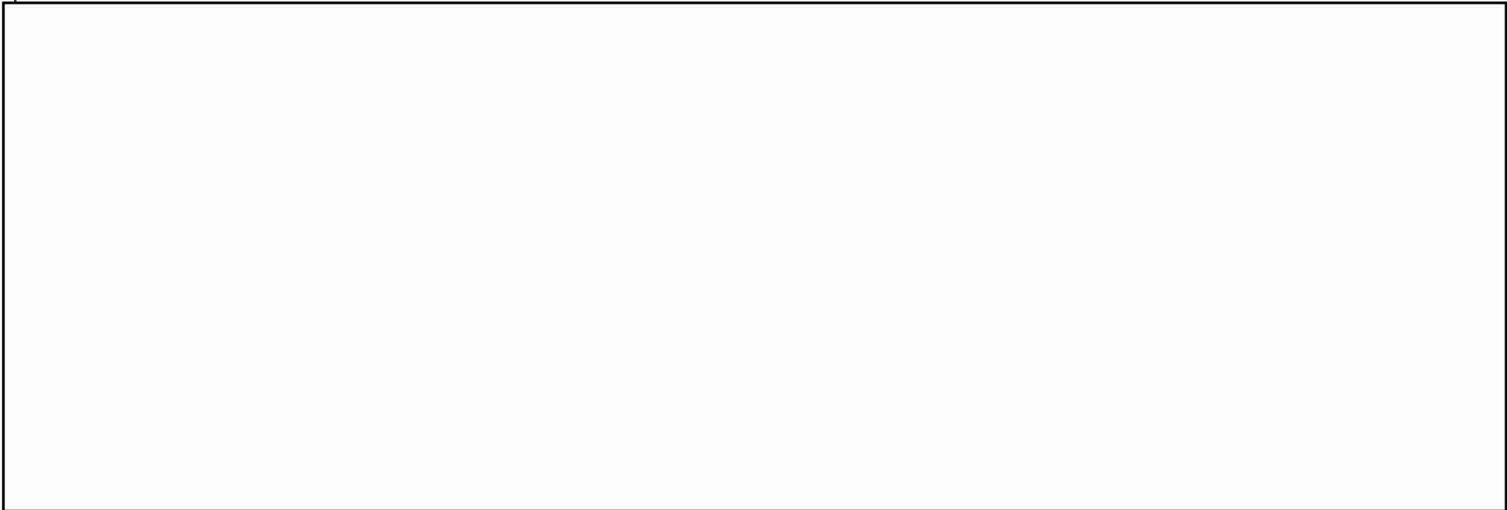
Complete the exercises as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – COI Research

(b)(7)(e)

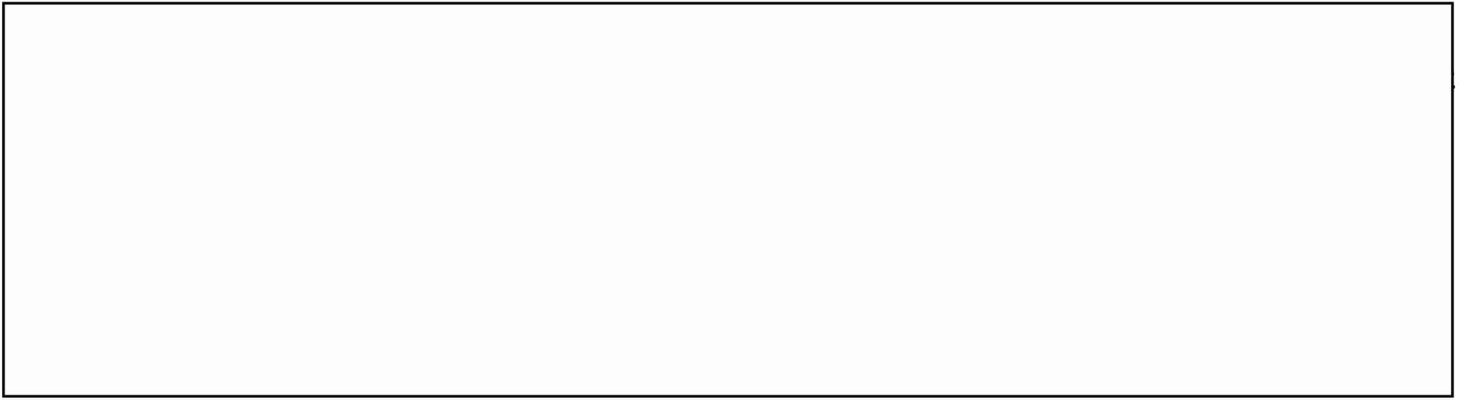


EXERCISE ONE

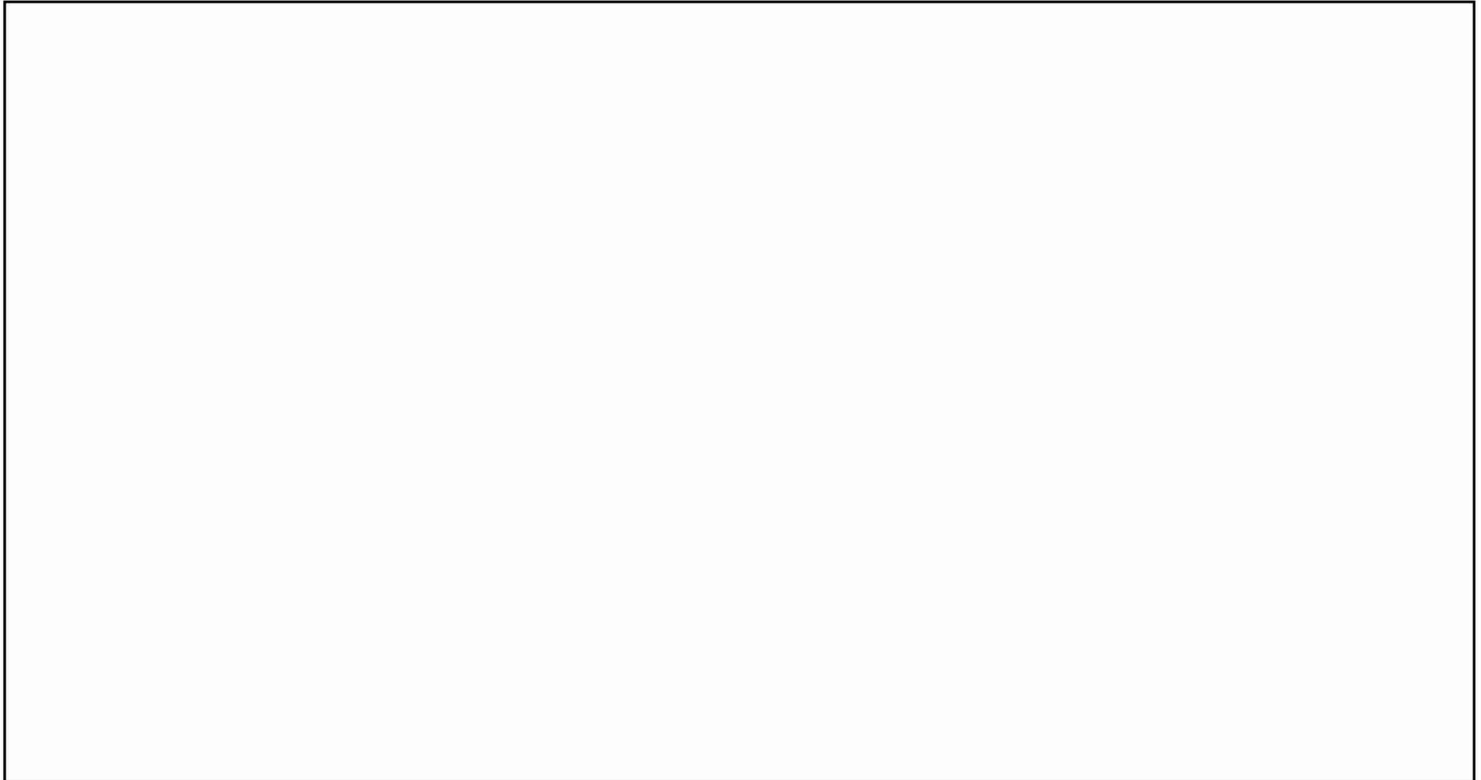


EXERCISE TWO





EXERCISE THREE



[Click here to provide feedback for this topic](#)

¹ Note that as of January 2019, Refworld will no longer be maintaining and updating its COI collections. Refworld will focus instead on its “collections of national legislation and jurisprudence relating to refugee law.”

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete this Exercise

(b)(7)(e)

[Click here to provide feedback for this topic](#)

[Click here to provide feedback for the Sources of Authority & Reading and Using Case Law Webinar](#)

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Discretion

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Decision-Making

Have you finished reading the lesson plan?

If yes, your task is now to:

(b)(7)(e)

Complete this exercise

- Read the instructions and provided here.
- Complete the exercise form as instructed and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – Decision Making

Click here to provide feedback for this topic

Well Founded Fear – A documentary film

Your task is to:

View the documentary, *Well Founded Fear*

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, Point of View (POV).

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, **complete this exercise**, which raises issues for consideration and discussion.

- Please note, the exercise is just for your consideration and discussion – it does not need to be uploaded into your dropbox.

Click here to provide feedback for this topic

Congratulations!

You have finished the Distance/Remote Training component of the RAIO CTP.

Please complete this End of Course Feedback Survey to help us improve the Distance Training.

Thank you for your participation and for your feedback.

MIDPOINT ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 12/10/2019 through 12/27/2019, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 12/10/2019 through 12/27/2019 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 12/27/2019 through 1/15/2019, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 12/27/2019 through 1/15/2019 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

**RAIO CTP Distance/Remote Training 2003/2004
Instructions and Schedule**

Welcome to RAIO CTP Distance/Remote Training 2003/2004!

For the next 25 days you will be participating in a RAIO CTP Distance/Remote Training. This training program consists of a combination of pre-recorded webinars and live webinars using WebEx. The following pages outline each day of your RAIO CTP Distance/Remote Training.

Completion of all training requirements according to the following schedule, and attendance at each live session, is mandatory.

Webinars

Most of the live sessions will take place at the same time each day, but please make sure to check the schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox accessible through the [RAIO Distance Training ECN homepage](#).

Exams

Two multiple-choice exams will be administered by your home office during this training. **The exams will take place at 8AM Local Time on Friday, January 17, 2019 and Monday, February 3, 2020.** You will be given additional instructions and information about the exams during the course of the Remote training.

Officers must pass RAIO CTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the RAIO CTP exams. You must first pass the RAIO CTP before moving on to the Asylum-specific portion of the training.

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Questions that arise throughout the training should be addressed during the live sessions. Please direct all urgent questions to:

[Redacted]

(b)(6)

Best of luck!

The RAIO & Asylum Training Teams

Login Instructions for a Live WebEx Webinar

1. For each **live** WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. **Every student must login using their own computer**, even if you are working in a group or sitting with other students. Logging in using your own computer confirms your attendance and helps to facilitate small group break-out sessions during the webinar. **Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session **at least 10 minutes prior** to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:

(b)(6)

Topic	Time Allocated	Initial & Date Upon Completion (MM/DD/YY)
Live webinar: Welcome to RAIO CTP Remote <ul style="list-style-type: none"> • Welcome & Overview of RAIO CTP Distance and Remote Training • Facilitated by HQ Instructors 	1.5 hours	
Live webinar: Exam Overview and Practice Exam <ul style="list-style-type: none"> • Exam overview and practice exam • Facilitated by HQ Instructors and field office exam proctors 	1 hour	
DT Orientation: <i>reading + activity.</i>	1.5 hours	
View welcome video by Jennifer B. Higgins, Associate Director, RAIO <i>click here</i>	10 minutes	
RAIO Directorate Handbook and Memorandum: <i>reading + quiz</i>	45 minutes	
Core Values and Guiding Principles for RAIO Employees: <i>reading + exercise</i>	30 minutes	
International Human Rights Law: <i>reading + quiz</i>	1.5 hours	
UNHCR Overview: <i>reading</i>	1.5 hours	
Webinar: UNHCR & International Human Rights Law <ul style="list-style-type: none"> • Presentation by [redacted] UNHCR • Practical Exercises: N/A • Other Materials: <u>PowerPoint</u> • YouTube Videos <ul style="list-style-type: none"> ○ When the webinar gets to slide 13, watch <u>the first video</u> in its entirety. ○ When the webinar gets to slide 29, watch <u>the second video</u> up to 5:48. ○ Save the <u>link to the UNHCR Handbook</u> in your browser's bookmarks. 	2 hours	
Refugee Definition: <i>reading + quiz</i>	2 hours	

<u>Interviewing – Note Taking:</u> <i>reading</i>	<i>1 hour</i>	
<u>Persecution:</u> <i>reading + quiz</i> (b)(6) (b)(7)(e)	<i>2.25 hours</i>	
Webinar: <u>Refugee Definition & Persecution (PW:</u> [redacted] <i>+ exercise</i> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercises: <u>Persecution Interview Exercise Part 1</u> and <u>Persecution Exercise Part 2</u> to be completed and uploaded to student drop box during the webinar. • Other Materials: <u>PowerPoint</u> 	<i>1.25 hours</i>	
<u>Mass Atrocities and Genocide Awareness:</u> <i>reading</i>	<i>30 minutes</i>	
<u>Interviewing – Intro to the Non-Adversarial Interview:</u> <i>reading + exercises</i>	<i>2.5 hours</i>	
Live webinar: <u>Refugee Definition & Persecution</u> <ul style="list-style-type: none"> • Practical Exercise: <u>Refugee Definition</u> • Practical Exercise: <u>Persecution</u> • Q&A on UNHCR & International Human Rights Law, and Refugee Definition & Persecution 	<i>1.5 hours</i>	
<u>Well-Founded Fear:</u> <i>reading + quiz</i>	<i>2.5 hours</i>	
Webinar: <u>Well-Founded Fear (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercises: Slides in the PowerPoint/Webinar contain interactive practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	
Webinar & PowerPoint: Office of Security & Integrity (OSI) and Significant Incident Reporting: <u>click here to view the webinar</u> [PW: [redacted]] <u>& here for the PPT</u>	<i>1 hour</i>	
Live Webinar: <u>Well-Founded Fear</u> <ul style="list-style-type: none"> • <u>WFF Practical Exercise</u> and Q&A • Facilitated by HQ Instructors 	<i>1.5 hours</i>	

<u>Gender-Related Claims:</u> <i>reading + quiz</i> (b)(6) (b)(7)(e)	<i>1.75 hours</i>	
Webinar: <u>Gender-Related Claims (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: <u>The Gender-Related Claims Practical Exercise</u> • Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<u>Interviewing – Working with an Interpreter:</u> <i>reading + Click here to view the webinar</i> [PW: [redacted]] + <i>exercise</i>	<i>2 hours</i>	
<u>Evidence:</u> <i>reading + quiz</i>	<i>3 hours</i>	
Webinar: <u>Evidence (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Standards of Proof Practical Exercise</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<u>Persecutor Bar:</u> <i>reading + quiz</i>	<i>2 hours</i>	
Webinar: <u>Persecutor Bar (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Persecutor Bar Practical Exercise</u> to be completed and uploaded to the student drop box during the webinar. • Other Materials: <u>PowerPoint</u> • <u>Persecutor Bar Quick References Handout</u> 	<i>2.25 hours</i>	
<u>Live Webinar: Evidence & Persecutor Bar Q&A</u> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1 hour</i>	
<u>International Religious Freedom Act (IRFA):</u> <i>reading + quiz</i>	<i>2 hours</i>	
Webinar: <u>IRFA & Religion Nexus (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Other Materials: <u>PowerPoint</u> 	<i>1.75 hours</i>	

<p><u>Nexus and the Protected Grounds (minus PSG):</u> <i>reading + exercises + quiz</i> (b)(6) (b)(7)(e)</p>	<p><i>3.5 hours</i></p>	
<p>Webinar: Nexus and Protected Grounds (PW: <input type="text"/></p> <ul style="list-style-type: none"> • Presentation by <input type="text"/> Asylum HQ • Practical Exercise: Slides in PowerPoint/Webinar contain practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> 	<p><i>3.5 hours</i></p>	
<p>Live Webinar: Nexus and Protected Grounds (Minus PSG) and IRFA Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<p><i>1 hour</i></p>	
<p><u>LGBTI Claims:</u> <i>reading + quiz</i></p>	<p><i>2 hours</i></p>	
<p>Webinar: LGBTI (PW: <input type="text"/></p> <ul style="list-style-type: none"> • Presentation by <input type="text"/> RAIIO Training Branch • Practical Exercises: <u>Four LGBTI Practical Exercises</u> to be completed and uploaded to the student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	<p><i>1.75 hours</i></p>	
<p><u>Sources of Authority:</u> <i>reading + exercise</i></p>	<p><i>1.75 hours</i></p>	
<p>Live Webinar: Gender-Related Claims and LGBTI Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<p><i>1 hour</i></p>	
<p><u>Interviewing – Eliciting Testimony:</u> <i>reading + exercises</i></p>	<p><i>2 hours</i></p>	
<p>Webinar: Eliciting Testimony (PW: <input type="text"/></p> <ul style="list-style-type: none"> • Presentation by <input type="text"/>, RAIIO Training • Other Materials: <u>PowerPoint</u> 	<p><i>1.5 hours</i></p>	
<p>Live Webinar: Eliciting Testimony Q&A and Practical Exercises</p> <ul style="list-style-type: none"> • Eliciting Testimony Practical Exercise (no link needed) • Eliciting Testimony Q&A • Facilitated by HQ Instructors 	<p><i>1 hour</i></p>	

<p><u>Nexus – PSG: reading + quiz</u> (b)(6) (b)(7)(e)</p>	<p><i>4 hours</i></p>	
<p>Webinar: <u>Nexus – Particular Social Group</u></p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercises: <u>Nexus PSG #1</u> and <u>Nexus PSG #2</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> <p>Read <u>Matter of L-E-A- Guidance Memo</u> and <u>Matter of L-E-A-</u></p>	<p><i>3 hours</i></p>	
<p>Live Webinar: <u>Nexus – Particular Social Group (PSG) Q&A</u></p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<p><i>1 hour</i></p>	
<p><u>Children’s Claims: reading + quiz</u></p>	<p><i>3.5 hours</i></p>	
<p>SUBMIT MIDPOINT ATTESTATION (see below)</p>		
<p>Live Webinar: <u>Exam #1 Review and Results</u></p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors and field office exam proctors 	<p><i>1 hour</i></p>	
<p>Webinar: <u>Adjudicating Children’s Claims (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Practical Exercise: <u>Interviewing Children Question Analysis Exercise</u> • Other Materials: <u>PowerPoint</u> 	<p><i>2.5 hours</i></p>	
<p><u>Cross-Cultural Communication: reading</u></p>	<p><i>45 minutes</i></p>	
<p>Webinar: <u>Cross-Cultural Communication (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Practical Exercise: Please complete the <u>Facts vs. Assumptions PE</u> prior to watching the Cross-Cultural Communication Webinar • Other Materials: <u>YouTube Video #1</u> and <u>YouTube Video #2</u> 	<p><i>1.25 hours</i></p>	

<u>Interviewing – Survivors of Torture:</u> <i>reading</i>	<i>1 hour</i>	
<u>Decision-Making:</u> <i>reading + exercise</i>	<i>1.5 hours</i>	
<u>Researching and Using Country of Origin Information (COI) in RAIO Adjudications:</u> <i>reading + exercises.</i>	<i>1.5 hours</i>	
<u>Reading and Using Case Law:</u> <i>reading + exercise</i> (b)(6) (b)(7)(e) (b)(7)(c)	<i>2.75 hours</i>	
Webinar: <u>Sources of Authority & Reading and Using Case Law</u> [PW: <input type="text"/>	<i>1 hour</i>	
<u>Live Webinar: Children’s Claims and Cross-Cultural Communication Q&A</u> • Facilitated by HQ Instructors	<i>1 hour</i>	
<u>Credibility:</u> <i>reading + quiz</i>	<i>3 hours</i>	
Webinar: <u>Credibility (PW:</u> <input type="text"/> • Presentation by <input type="text"/> RAIO Training • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	<i>1.25 hours</i>	
<u>Live Webinar: Credibility Q&A</u> • Facilitated by HQ Instructors	<i>1 hour</i>	
<u>Fraud and FDNS Overview:</u> <i>reading</i>	<i>2.5 hours</i>	
Webinar: <u>Fraud Detection and National Security Overview (PW:</u> <input type="text"/> • Presentation by <input type="text"/> Chief, RAIO FDNS Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	<i>.25 hours</i>	
Webinar: <u>Researching and Using COI (PW:</u> <input type="text"/> <input type="text"/> • Presentation by <input type="text"/> RAIO Research Unit • Practical Exercises: <u>Country Conditions Research Practical Exercise</u> to be completed and uploaded to student drop box during webinar. • Other Materials: <u>PowerPoint</u>	<i>3 hours</i>	

<u>Firm Resettlement:</u> reading + quiz (b)(6) (b)(7)(e) (b)(7)(c)	<i>1.25 hours</i>	
USCIS Ethics and Integrity Training: PALMS	<i>2 hours</i>	
Webinar: Firm Resettlement (PW: [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Refugee and Asylum Law Division, Office of Chief Counsel • Practical Exercise: <u>Firm Resettlement PE Handout</u> to be completed and uploaded to the student drop box during webinar. • Other Materials: <u>PowerPoint</u> • <u>Firm Resettlement Chart</u> 	<i>1.5 hours</i>	
Live Webinar: FDNS, Firm Resettlement and COI Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1.5 hours</i>	
<u>National Security, Part 1:</u> reading + quiz	<i>1.5 hours</i>	
<u>Discretion:</u> reading	<i>30 minutes</i>	
<u>National Security, Part 2 (TRIG):</u> reading + quiz	<i>3.5 hours</i>	
Webinar: <u>Terrorism-Related Inadmissibility Grounds (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Chief, TRIG Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	<i>2.25 hours</i>	
Live Webinar: TRIG Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1 hour</i>	
Live Webinar: Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO	<i>1 hour</i>	
Live Webinar: Exam #2 Review and Results <ul style="list-style-type: none"> • Facilitated by HQ Instructors and field office exam proctors 	<i>1 hour</i>	

Live Webinar: RAIIO Wrap-Up and Questions <ul style="list-style-type: none"> Facilitated by HQ Instructors 	<i>1 hour</i>	
Well-Founded Fear Documentary: <i>viewing + exercise/discussion with Training Officer</i>	<i>3 hours</i>	
SUBMIT COMPLETION ATTESTATION (see below)		

Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox

*** Interview Observations Instructions:**

Please work with your Training Officer(s) to arrange the interview observations in advance. When possible, observe one affirmative interview and one APSO (preferably Credible Fear). If your office does not have affirmative interviews available, please observe one Credible Fear and one Reasonable Fear interview, or two Credible Fear interviews. During the interview, please take notes. You may work with the interviewing Asylum Officer before and after the interview to identify possible claim(s) and issues. After the interview, please discuss briefly with the interviewing Asylum Officer and/or one of your Training Officers. Please contact the Training Team if you have any questions or concerns.

Attestation Instructions:

(b)(6)

Asylum Officers and a Training Officer or Manager must sign and submit the below Midpoint and Completion attestations, along with the initialed/dated syllabus, to: The Midpoint attestation must be submitted by **COB on 01/16/20** and the Completion Attestation must be submitted by **COB on 02/04/20**.

**LIVE SESSIONS FOR 2003/2004
RAIO CTP DISTANCE AND REMOTE TRAINING**

Monday, December 30, 2019 (Day 1)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Welcome & Overview of RAIO CTP Distance and Remote Training

Tuesday, December 31, 2019 (Day 2)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Exam Overview and Practice Exam

Friday, January 3, 2020 (Day 4)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Q&A Refugee Definition, Persecution

Monday, January 6, 2020 (Day 5)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Well-Founded Fear Q&A and Practical Exercises

Thursday, January 9, 2020 (Day 8)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Q&A Evidence, Persecutor Bar

Monday, January 13, 2020 (Day 10)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Q&A Nexus & Protected Grounds (minus PSG), IRFA & Religion Nexus

Tuesday, January 14, 2020 (Day 11)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Gender-Related Claims & LGBTI Q&A

Thursday, January 15, 2020 (Day 12)

- 1:00 p.m. – 2:00 p.m. EDT/12:00 p.m. – 1:00 p.m. CDT/10:00 a.m. – 11:00 a.m. PDT
 - Eliciting Testimony Q&A and Practical Exercises

Friday, January 16, 2020 (Day 13)

- 1:30 p.m. – 2:30 p.m. EDT/12:30 p.m. – 1:30 p.m. CDT/10:30 a.m. – 11:30 a.m. PDT
 - Nexus – Particular Social Group (PSG) Q&A

Tuesday, January 21, 2020 (Day 15)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Exam #1 Review and Results

Thursday, January 23, 2020 (Day 17)

- 11:00 a.m. – 12:00 p.m. EDT/10:00 a.m. – 11:00 a.m. CDT/8:00 a.m. – 9:00 a.m. PDT
 - Q&A Children's Claims and Cross-Cultural Communication

Friday, January 24, 2020 (Day 18)

- 11:00 a.m. – 12:00 p.m. EDT/10:00 a.m. – 11:00 a.m. CDT/8:00 a.m. – 9:00 a.m. PDT
 - Q&A Credibility

Wednesday, January 29, 2020 (Day 21)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Q&A FDNS, Firm Resettlement, & COI

Friday, January 31, 2020 (Day 23)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - TRIG Q&A

Monday, February 3, 2020 (Day 24)

- 3:00 p.m. – 4:00 p.m. EDT/2:00 p.m. – 3:00 p.m. CDT/12:00 p.m. – 1:00 p.m. PDT
 - Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO

Tuesday, February 4, 2020 (Day 25)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Exam #2 Review and Results

- 3:00 p.m. – 4:00 p.m. EDT/2:00 p.m. – 3:00 p.m. CDT/12:00 p.m. – 1:00 p.m. PDT
 - RAIO Wrap-up & Questions

DT Orientation

Read the “Intro to ECN for CT PowerPoint” on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above document? *If yes, your task now is to:*

Complete the **RAIO Training Certification Statement**, if you have not done so already, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”

Follow the instructions on slides 36-41 of the “Intro to ECN” PowerPoint to **attach** your completed RAIO Training Certification Statement to your Student Questionnaire (NOTE: Do *NOT* upload it to your Dropbox or email it to the training teams).

Complete the **Student Honor Code Form** and the **USCIS Photograph and Publicity Release Form** under “Links For: Welcome Binder” on the [Distance Training page](#). Scan and email your completed forms to

[REDACTED]
(b)(6)

Complete this survey (click on *survey*)

Please click on the link above to answer a few questions about this module on the ECN. You must complete this step to register your initiation of the DT course.

If you have just recently filled out the [Student Questionnaire](#) on the ECN and you are unable to complete this survey, please wait a few days and then try again. If you are **unable to complete the survey a week** or more after filling out the Student Questionnaire, please email [REDACTED]

RAIO Directorate Handbook and Information Memorandum

Read the RAIO Directorate Officer Training Handbook.

Now **read** the **RAIO CTP Student Information Memorandum**, which can be located on your class-specific home page on the **RAIO Training ECN site** (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class.

Have you finished reading both documents? *If yes, your task now is to:*

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Read [USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct](#), which went into effect on February 9, 2015.

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

Note that the presentation on USCIS core values and RAIO guiding principles is normally scheduled for Day Two of the Remote component. You do not have to post your observations on the ECN.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact the Asylum Training Team.

[Click here to provide feedback for this topic](#)

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

UNHCR Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Interviewing – Note Taking

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Mass Atrocities and Genocide Awareness

Read the [Presidential Study Directive on Mass Atrocities \(PSD-10\)](#), released August 4, 2011([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report from NPR's Morning Edition](#) about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read [Matter of Vides Casanova](#), 26 I&N Dec. 494 (BIA 2015), the recent BIA case referenced in the NPR report.

[Click here to provide feedback for this topic](#)

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the [lesson plan](#)?

If yes, your tasks now are to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

- *Complete the exercises as instructed on a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Non-Adversarial Interview

- *Upload your work to your student dropbox.*

[Click here to provide feedback for this topic](#)

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- *Complete Exercise #1 as instructed in a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Nexus Temple Shooting

- *Upload your work into your dropbox.*

[Click here to provide feedback for this topic](#)

Nexus – PSG

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Interviewing – Survivors of Torture

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete these exercises

Exercise #1

(b)(7)(e)

Exercise #2

Exercise #3

Exercise #4

- *Complete the exercises on a separate Word document and uploaded your document to your dropbox with the following naming convention: LastName, FirstName – Eliciting Testimony.*

[Click here to provide feedback for this topic](#)

Interviewing – Working With an Interpreter

Have you finished reading the [lesson plan](#) and viewing the [Webinar](#)?

If yes, your task now is to:

(b)(7)(e)

Complete this exercise

[Click here to provide feedback for this topic](#)

Cross-Cultural Communication

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

Complete this Exercise

(b)(7)(e)

- *Complete the exercise as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:*

LastName, FirstName – Sources of Authority

- *Review your answers during the Sources of Authority & Reading and Using Case Law Webinar after the next module.*

Click here to provide feedback for this topic

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

Children's Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

National Security, Part 1

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 1 Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the lesson plan?

If yes, your task is now to: **Complete these exercises**

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

Complete the exercises as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:

(b)(7)(e)

LastName, FirstName – COI Research

[Redacted content]

EXERCISE ONE

[Redacted content]

EXERCISE TWO

[Redacted content]

EXERCISE THREE

[Redacted content]



[Click here to provide feedback for this topic](#)

¹ Note that as of January 2019, Refworld will no longer be maintaining and updating its COI collections. Refworld will focus instead on its “collections of national legislation and jurisprudence relating to refugee law.”

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

(b)(7)(e)

Complete this Exercise

[Click here to provide feedback for this topic](#)

[Click here to provide feedback for the Sources of Authority & Reading and Using Case Law Webinar](#)

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

Discretion

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Decision-Making

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

(b)(7)(e)

Complete this exercise

- Read the instructions and provided [here](#).
- Complete the [exercise form](#) as instructed and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – Decision Making

[Click here to provide feedback for this topic](#)

Well Founded Fear – A documentary film

Your task is to:

View the documentary, *Well Founded Fear*

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, Point of View (POV).

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, **complete this exercise**, which raises issues for consideration and discussion.

- Please note, the exercise is just for your consideration and discussion – it does not need to be uploaded into your dropbox.

[Click here to provide feedback for this topic](#)

Congratulations!

You have finished the Distance/Remote Training component of the RAIO CTP.

Please complete this [End of Course Feedback Survey](#) to help us improve the Distance Training.

Thank you for your participation and for your feedback.

MIDPOINT ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 12/30/2019 through 1/16/2020, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 12/30/2019 through 1/16/2020 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 12/30/2019 through 2/04/2020, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 12/30/2019 through 2/04/2020 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

**RAIO CTP Distance/Remote Training 2004A/2004B
Instructions and Syllabus**

Welcome to RAIO CTP Distance/Remote Training 2004A/2004B!

For the next 25 days you will be participating in a RAIO CTP Distance/Remote Training. This training program consists of a combination of pre-recorded webinars and live webinars using WebEx. The following pages outline each day of your RAIO CTP Distance/Remote Training.

Completion of all training requirements according to the following schedule, and attendance at each live session, is mandatory.

Webinars

Most of the live sessions will take place at the same time each day, but please make sure to check the schedule for the exact times. In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and if directed, please upload your completed PE to your student dropbox accessible through the RAIO Distance Training ECN homepage.

Exams

Two multiple-choice exams will be administered by your home office during this training. **The exams will take place at 8AM Local Time on Thursday, February 6, 2020 and Friday, February 21, 2020.** You will be given additional instructions and information about the exams during the course of the Remote training.

Officers must pass RAIO CTP to retain their positions. In order to pass the course, participants must achieve a cumulative score of 70% on the RAIO CTP exams. You must first pass the RAIO CTP before moving on to the Asylum-specific portion of the training.

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

(b)(6)

Questions that arise throughout the training should be addressed during the live sessions. Please direct all urgent questions to:

Best of luck!

The RAIO & Asylum Training Teams

Login Instructions for a Live WebEx Webinar

1. For each **live** WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. You may login as a group or individually. Please have the program call you. **Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session **at least 10 minutes prior** to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and press “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:

(b)(6)

Topic	Time Allocated	Initial & Date Upon Completion (MM/DD/YY)
Live webinar: Welcome to RAIO CTP Remote <ul style="list-style-type: none"> Welcome & Overview of RAIO CTP Distance and Remote Training Facilitated by HQ Instructors 	1.5 hours	
Live webinar: Exam Overview and Practice Exam <ul style="list-style-type: none"> Exam overview and practice exam Facilitated by HQ Instructors and field office exam proctors 	1 hour	
DT Orientation: <i>reading + activity.</i>	1.5 hours	
View welcome video by Jennifer B. Higgins, Associate Director, RAIO click here	10 minutes	
RAIO Directorate Handbook and Memorandum: <i>reading + quiz</i>	45 minutes	
Core Values and Guiding Principles for RAIO Employees: <i>reading + exercise</i>	30 minutes	
International Human Rights Law: <i>reading + quiz</i>	1.5 hours	
UNHCR Overview: <i>reading</i>	1.5 hours	
Webinar: UNHCR & International Human Rights Law (PW: [redacted]) <ul style="list-style-type: none"> Presentation by [redacted] UNHCR Practical Exercises: N/A Other Materials: PowerPoint YouTube Videos <ul style="list-style-type: none"> When the webinar gets to slide 13, watch the first video in its entirety. When the webinar gets to slide 29, watch the second video up to 5:48. Save the link to the UNHCR Handbook in your browser's bookmarks. 	2 hours	
Refugee Definition: <i>reading + quiz</i>	2 hours	

<u>Interviewing – Note Taking:</u> <i>reading</i>	<i>1 hour</i>	
<u>Persecution:</u> <i>reading + quiz</i> (b)(6) (b)(7)(e)	<i>2.25 hours</i>	
<u>Webinar: Refugee Definition & Persecution (PW:</u> [redacted] <i>+ exercise</i> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercises: <u>Persecution Interview Exercise Part 1</u> and <u>Persecution Exercise Part 2</u> to be completed and uploaded to student drop box during the webinar. • Other Materials: <u>PowerPoint</u> 	<i>1.25 hours</i>	
<u>Mass Atrocities and Genocide Awareness:</u> <i>reading</i>	<i>30 minutes</i>	
<u>Interviewing – Intro to the Non-Adversarial Interview:</u> <i>reading + exercises</i>	<i>2.5 hours</i>	
<u>Live webinar: Refugee Definition & Persecution</u> <ul style="list-style-type: none"> • Practical Exercise: <u>Refugee Definition</u> • Practical Exercise: <u>Persecution</u> • Q&A on UNHCR & International Human Rights Law, and Refugee Definition & Persecution 	<i>1.5 hours</i>	
<u>Well-Founded Fear:</u> <i>reading + quiz</i>	<i>2.5 hours</i>	
<u>Webinar: Well-Founded Fear (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercises: Slides in the PowerPoint/Webinar contain interactive practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	
Office of Security & Integrity (OSI) and Significant Incident Reporting: <u>click here to view the webinar</u> [PW: [redacted]] & <u>here for the PPT</u>	<i>1 hour</i>	
<u>Live Webinar: Well-Founded Fear</u> <ul style="list-style-type: none"> • <u>WFF Practical Exercise and Q&A</u> • Facilitated by HQ Instructors 	<i>1.5 hours</i>	
<u>Gender-Related Claims:</u> <i>reading + quiz</i>	<i>1.75 hours</i>	

<p>Webinar: Gender-Related Claims (PW: [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: <u>The Gender-Related Claims Practical Exercise</u> • Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<p>Interviewing – Working with an Interpreter: <i>reading + Click here to view the webinar</i> [PW: [redacted]] + <i>exercise</i></p>	<i>2 hours</i>	
<p>Evidence: <i>reading + quiz + webinar</i> (PW: [redacted])</p>	<i>3 hours</i>	
<p>Webinar: Evidence (PW: [redacted])</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Standards of Proof Practical Exercise</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	<i>1 hour</i>	
<p>Persecutor Bar: <i>reading + quiz</i></p>	<i>2 hours</i>	
<p>Webinar: Persecutor Bar (PW: [redacted])</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIIO Training • Practical Exercise: <u>Persecutor Bar Practical Exercise</u> to be completed and uploaded to the student drop box during the webinar. • Other Materials: <u>PowerPoint</u> • <u>Persecutor Bar Quick References Handout</u> 	<i>2.25 hours</i>	
<p>Live Webinar: Evidence & Persecutor Bar Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1 hour</i>	
<p>International Religious Freedom Act (IRFA): <i>reading + quiz</i></p>	<i>2 hours</i>	
<p>Webinar: IRFA & Religion Nexus (PW: [redacted])</p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Other Materials: <u>PowerPoint</u> 	<i>1.75 hours</i>	
<p>Nexus and the Protected Grounds (minus PSG): <i>reading + exercises + quiz</i></p>	<i>3.5 hours</i>	

<p>Webinar: Nexus and Protected Grounds (PW: <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercise: Slides in PowerPoint/Webinar contain practical exercises to be completed during webinar. • Other Materials: <u>PowerPoint</u> </p>	3.5 hours	
<p>Live Webinar: Nexus and Protected Grounds (Minus PSG) and IRFA Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	1 hour	
<p><u>LGBTI Claims:</u> <i>reading + quiz</i></p>	2 hours	
<p>Webinar: <u>LGBTI (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training Branch • Practical Exercises: <u>Four LGBTI Practical Exercises</u> to be completed and uploaded to the student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	1.75 hours	
<p><u>Sources of Authority:</u> <i>reading + exercise</i></p>	1.75 hours	
<p>Live Webinar: Gender-Related Claims and LGBTI Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	1 hour	
<p><u>Interviewing – Eliciting Testimony:</u> <i>reading + exercises</i></p>	2 hours	
<p>Webinar: <u>Eliciting Testimony (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Other Materials: <u>PowerPoint</u> 	1.5 hours	
<p>Live Webinar: Eliciting Testimony Q&A and Practical Exercises</p> <ul style="list-style-type: none"> • Eliciting Testimony Practical Exercise (no link needed) • Eliciting Testimony Q&A • Facilitated by HQ Instructors 	1 hour	
<p><u>Nexus – PSG:</u> <i>reading + quiz</i></p>	4 hours	

<p>Webinar: <u>Nexus – Particular Social Group</u></p> <ul style="list-style-type: none"> • Presentation by [redacted] Asylum HQ • Practical Exercises: <u>Nexus PSG #1 and Nexus PSG #2</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> <p>Read <u>Matter of L-E-A- Guidance Memo and Matter of L-E-A-</u></p>	<i>3 hours</i>	
<p>Live Webinar: Nexus – Particular Social Group (PSG) Q&A</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1 hour</i>	
<p><u>Children’s Claims:</u> <i>reading + quiz</i></p>	<i>3.5 hours</i>	
<p>SUBMIT MIDPOINT ATTESTATION (see below)</p>		
<p>Live Webinar: Exam #1 Review and Results</p> <ul style="list-style-type: none"> • Facilitated by HQ Instructors and field office exam proctors 	<i>1 hour</i>	
<p>Webinar: <u>Adjudicating Children’s Claims (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Practical Exercise: <u>Interviewing Children Question Analysis Exercise</u> • Other Materials: <u>PowerPoint</u> 	<i>2.5 hours</i>	
<p><u>Cross-Cultural Communication:</u> <i>reading</i></p>	<i>45 minutes</i>	
<p>Webinar: <u>Cross-Cultural Communication (PW:</u> [redacted]</p> <ul style="list-style-type: none"> • Presentation by [redacted] RAIO Training • Practical Exercise: Please complete the <u>Facts vs. Assumptions</u> PE <i>prior</i> to watching the Cross-Cultural Communication Webinar • Other Materials: <u>YouTube Video #1 and YouTube Video #2</u> 	<i>1.25 hours</i>	
<p><u>Interviewing – Survivors of Torture:</u> <i>reading</i></p>	<i>1 hour</i>	
<p><u>Decision-Making:</u> <i>reading + exercise</i></p>	<i>1.5 hours</i>	

<u>Researching and Using Country of Origin Information (COI) in RAIO Adjudications:</u> <i>reading + exercises.</i>	<i>1.5 hours</i>	
<u>Reading and Using Case Law:</u> <i>reading + exercise</i> (b)(6) (b)(7)(e) (b)(7)(c)	<i>2.75 hours</i>	
Webinar: <u>Sources of Authority & Reading and Using Case Law</u> [PW: <input type="text"/>	<i>1 hour</i>	
Live Webinar: Children’s Claims and Cross-Cultural Communication Q&A • Facilitated by HQ Instructors	<i>1 hour</i>	
<u>Credibility:</u> <i>reading + quiz</i>	<i>3 hours</i>	
Webinar: <u>Credibility (PW:</u> <input type="text"/> • Presentation by <input type="text"/> RAIO Training • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	<i>1.25 hours</i>	
Live Webinar: Eliciting Testimony: Credibility • Facilitated by HQ Instructors	<i>1.5 hour</i>	
<u>Fraud and FDNS Overview:</u> <i>reading</i>	<i>2.5 hours</i>	
Webinar: <u>Fraud Detection and National Security Overview (PW:</u> <input type="text"/> • Presentation by <input type="text"/> Chief, RAIO FDNS Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u>	<i>.25 hours</i>	
Webinar: <u>Researching COI (PW:</u> <input type="text"/> <input type="text"/> • Presentation by <input type="text"/> RAIO Research Unit • Practical Exercises: <u>Country Conditions Research Practical Exercise</u> to be completed and uploaded to student drop box during webinar. • Other Materials: <u>PowerPoint</u>	<i>3 hours</i>	
Live Webinar: Credibility Q&A • Facilitated by HQ Instructors	<i>1 hour</i>	

<u>Firm Resettlement: reading + quiz</u>	<i>1.25 hours</i>	
USCIS Ethics and Integrity Training: PALMS (b)(6) (b)(7)(c) (b)(7)(e)	<i>2 hours</i>	
Webinar: <u>Firm Resettlement (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Refugee and Asylum Law Division, Office of Chief Counsel • Practical Exercise: <u>Firm Resettlement PE Handout</u> to be completed and uploaded to the student drop box during webinar. • Other Materials: <u>PowerPoint</u> • <u>Firm Resettlement Chart</u> 	<i>1.5 hours</i>	
Live Webinar: FDNS, Firm Resettlement and COI Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1.5 hours</i>	
<u>National Security, Part 1: reading + quiz</u>	<i>1.5 hours</i>	
<u>Discretion: reading</u>	<i>30 minutes</i>	
<u>National Security, Part 2 (TRIG): reading + quiz</u>	<i>3.5 hours</i>	
Webinar: <u>Terrorism-Related Inadmissibility Grounds (PW:</u> [redacted] <ul style="list-style-type: none"> • Presentation by [redacted] Chief, TRIG Program Office • Practical Exercise: N/A • Other Materials: <u>PowerPoint</u> 	<i>2.25 hours</i>	
Live Webinar: TRIG Q&A <ul style="list-style-type: none"> • Facilitated by HQ Instructors 	<i>1 hour</i>	
Live Webinar: Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO	<i>1 hour</i>	
Live Webinar: Exam #2 Review and Results <ul style="list-style-type: none"> • Facilitated by HQ Instructors and field office exam proctors 	<i>1 hour</i>	

Live Webinar: RAIIO Wrap-Up and Questions <ul style="list-style-type: none"> Facilitated by HQ Instructors 	<i>1 hour</i>	
Well-Founded Fear Documentary: <i>viewing + exercise/discussion with Training Officer</i>	<i>3 hours</i>	
SUBMIT COMPLETION ATTESTATION (see below)		

Note: Some of the hyperlinks in the Word doc above only function in Chrome or Firefox

*** Interview Observations Instructions:**

Please work with your Training Officer(s) to arrange the interview observations in advance. When possible, observe one affirmative interview and one APSO (preferably Credible Fear). If your office does not have affirmative interviews available, please observe one Credible Fear and one Reasonable Fear interview, or two Credible Fear interviews. During the interview, please take notes. You may work with the interviewing Asylum Officer before and after the interview to identify possible claim(s) and issues. After the interview, please discuss briefly with the interviewing Asylum Officer and/or one of your Training Officers. Please contact the Training Team if you have any questions or concerns.

Attestation Instructions:

(b)(6)

Asylum Officers and a Training Officer or Manager must sign and submit the below Midpoint and Completion attestations, along with the initialed/dated syllabus, to: The Midpoint attestation must be submitted by **COB on Wednesday, February 5, 2020** and the Completion Attestation must be submitted by **COB on Monday, February 24, 2020**.

**LIVE SESSIONS FOR 2004A/2004B
RAIO CTP DISTANCE AND REMOTE TRAINING**

Friday, January 17, 2020 (Day 1)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Welcome & Overview of RAIO CTP Distance and Remote Training

Tuesday, January 21, 2019 (Day 2)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Exam Overview and Practice Exam

Thursday, January 23, 2020 (Day 4)

- 12:00 p.m. – 1:30 p.m. EDT/11:00 a.m. – 12:30 p.m. CDT/9:00 a.m. – 10:30 a.m. PDT
 - Q&A Refugee Definition, Persecution

Friday, January 24, 2020 (Day 5)

- 12:00 p.m. – 1:30 p.m. EDT/11:00 a.m. – 12:30 p.m. CDT/9:00 a.m. – 10:30 a.m. PDT Well-Founded Fear Q&A and Practical Exercises

Wednesday, January 29, 2020 (Day 8)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Evidence, Persecutor Bar

Friday, January 31, 2020 (Day 10)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Nexus & Protected Grounds (minus PSG), IRFA & Religion Nexus

Monday, February 3, 2020 (Day 11)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Gender-Related Claims & LGBTI Q&A

Tuesday, February 4, 2020 (Day 12)

- 1:30 p.m. – 2:30 p.m. EDT/12:30 p.m. – 1:30 p.m. CDT/10:30 a.m. – 11:30 a.m. PDT
 - Eliciting Testimony Q&A and Practical Exercises

Wednesday, February 5, 2020 (Day 13)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Nexus – Particular Social Group (PSG) Q&A

Friday, February 7, 2020 (Day 15)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 a.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Exam #1 Review and Results

Tuesday, February 11, 2020 (Day 17)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Children’s Claims and Cross-Cultural Communication

Thursday, February 13, 2020 (Day 19)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Eliciting Testimony: Credibility

Friday, February 14, 2020 (Day 20)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Credibility Q&A

Tuesday, February 18, 2020 (Day 21)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Q&A FDNS, Firm Resettlement, & COI

Thursday, February 20, 2020 (Day 23)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - TRIG Q&A

Friday, February 21, 2020 (Day 24)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Remarks and Q&A with Jennifer B. Higgins, Associate Director, RAIO

Monday, February 24, 2020 (Day 25)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Exam #2 Review and Results
- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - RAIO Wrap-up & Questions

DT Orientation

Read the “Intro to ECN for CT PowerPoint” on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above document? *If yes, your task now is to:*

Complete the **RAIO Training Certification Statement**, if you have not done so already, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”

Follow the instructions on slides 36-41 of the “Intro to ECN” PowerPoint to **attach** your completed RAIO Training Certification Statement to your Student Questionnaire (NOTE: Do *NOT* upload it to your Dropbox or email it to the training teams).

Complete the **Student Honor Code Form** and the **USCIS Photograph and Publicity Release Form** under “Links For: Welcome Binder” on the [Distance Training page](#). Scan and email your completed forms to

[REDACTED]
(b)(6)

Complete this survey (click on *survey*)

Please click on the link above to answer a few questions about this module on the ECN. You must complete this step to register your initiation of the DT course.

If you have just recently filled out the [Student Questionnaire](#) on the ECN and you are unable to complete this survey, please wait a few days and then try again. If you are unable to complete the survey a week or more after filling out the Student Questionnaire, please email [REDACTED]

RAIO Directorate Handbook and Information Memorandum

Read the **RAIO Directorate Officer Training Handbook**.

Now **read** the **RAIO CTP Student Information Memorandum**, which can be located on your class-specific home page on the **RAIO Training ECN site** (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class.

Have you finished reading both documents? *If yes, your task now is to:*

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Read [USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct](#), which went into effect on February 9, 2015.

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

Note that the presentation on USCIS core values and RAIO guiding principles is normally scheduled for Day Two of the Remote component. You do not have to post your observations on the ECN.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact the Asylum Training Team.

[Click here to provide feedback for this topic](#)

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

UNHCR Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Interviewing – Note Taking

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Mass Atrocities and Genocide Awareness

Read the Presidential Study Directive on Mass Atrocities (PSD-10), released August 4, 2011([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report from NPR's Morning Edition](#) about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read *Matter of Vides Casanova*, 26 I&N Dec. 494 (BIA 2015), the recent BIA case referenced in the NPR report.

[Click here to provide feedback for this topic](#)

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the [lesson plan](#)?

If yes, your tasks now are to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

- *Complete the exercises as instructed on a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Non-Adversarial Interview

- *Upload your work to your student dropbox.*

[Click here to provide feedback for this topic](#)

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- *Complete Exercise #1 as instructed in a separate Word document and save your document using the below file naming convention:*

LastName, FirstName – Nexus Temple Shooting

- *Upload your work into your dropbox.*

[Click here to provide feedback for this topic](#)

Nexus – PSG

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Interviewing – Survivors of Torture

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete these exercises

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

Exercise #4

- *Complete the exercises on a separate Word document and uploaded your document to your dropbox with the following naming convention: LastName, FirstName – Eliciting Testimony.*

Click here to provide feedback for this topic

Interviewing – Working With an Interpreter

Have you finished reading the [lesson plan](#) and viewing the [Webinar](#)?

If yes, your task now is to:

(b)(7)(e)

Complete this exercise

[Click here to provide feedback for this topic](#)

Cross-Cultural Communication

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

Complete this Exercise

(b)(7)(e)

- *Complete the exercise as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:*

LastName, FirstName – Sources of Authority

- *Review your answers during the Sources of Authority & Reading and Using Case Law Webinar after the next module.*

Click here to provide feedback for this topic

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

Children's Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

National Security, Part 1

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 1 Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

[Click here to provide feedback for this topic](#)

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the lesson plan?

If yes, your task is now to: **Complete these exercises**

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

Complete the exercises as instructed on a separate Word document and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – COI Research

(b)(7)(e)

[Redacted]

EXERCISE ONE

[Redacted]

EXERCISE TWO

[Redacted]

EXERCISE THREE

[Redacted]

[Click here to provide feedback for this topic](#)

¹ Note that as of January 2019, Refworld will no longer be maintaining and updating its COI collections. Refworld will focus instead on its “collections of national legislation and jurisprudence relating to refugee law.”

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

(b)(7)(e)

Complete this Exercise

[Click here to provide feedback for this topic](#)

[Click here to provide feedback for the Sources of Authority & Reading and Using Case Law Webinar](#)

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Click here to provide feedback for this topic

Discretion

Have you finished reading the [lesson plan](#)?

[Click here to provide feedback for this topic](#)

Decision-Making

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

(b)(7)(e)

Complete this exercise

- Read the instructions and provided [here](#).
- Complete the [exercise form](#) as instructed and save your document. Please upload your work into your dropbox using the below file naming convention:

LastName, FirstName – Decision Making

[Click here to provide feedback for this topic](#)

Well Founded Fear – A documentary film

Your task is to:

View the documentary, *Well Founded Fear*

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, Point of View (POV).

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, **complete this exercise**, which raises issues for consideration and discussion.

- Please note, the exercise is just for your consideration and discussion – it does not need to be uploaded into your dropbox.

[Click here to provide feedback for this topic](#)

Congratulations!

You have finished the Distance/Remote Training component of the RAIO CTP.

Please complete this [End of Course Feedback Survey](#) to help us improve the Distance Training.

Thank you for your participation and for your feedback.

MIDPOINT ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 01/17/2020 through 02/05/2020, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 01/17/2020 through 02/05/2020 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

COMPLETION ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Remote units assigned to me from 01/17/2020 through 02/24/2020, initialed in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Remote guidelines. I acknowledge that I am responsible for all materials covered during any period of pre-approved absence and that some or all of the materials covered during that absence(s) may be tested on exams. I acknowledge my understanding of the leave policy while in training and provisions contained within the RAIO Training Certification Statement.*

Printed Name of Training Participant

Signature of Training Participant

Date

I hereby attest by my signature below that the above-named officer has been allotted the required time for completion of all of the RAIO CTP Remote units assigned to them from 01/17/2020 through 03/03/2020 and hereby verify that the officer has completed all such required lesson units according to the requirements of the RAIO CTP Remote guidelines.

Asylum Training Officer or Designee – Printed Name and Title

Asylum Training Officer or Designee – Signature

Date

*RAIO Directorate Officer Training Handbook see pages 7-9, 25-28.

RAIO CTP Distance/Remote Training 2004C/2004D Instructions and Syllabus

Welcome to RAIO CTP Distance/Remote Training 2004C/2004D! For the next 25 days you will be participating in a RAIO CTP Distance/Remote Training¹. This training program consists of a combination of pre-recorded webinars and live webinars using WebEx, readings, and practical exercises. This document contains instructions and your training syllabus, and it should be used in conjunction with the daily schedule.

Completion of all training requirements according to the following schedule, and attendance at each live session, is mandatory.

Webinars

Most of the live sessions will take place at the same time each day, but please check the schedule for the exact times (see p. 10-11). In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are Practical Exercises (PEs) in many of the webinars. After you complete a PE, and only if directed, upload your completed PE to your student dropbox accessible through the [RAIO Distance Training ECN homepage](#).

Exams

Two multiple-choice exams will be administered by your home office during this training. The exams will take place at 8AM Local Time on Tuesday, March 17, 2020 and Tuesday, March 31, 2020. You will be given additional instructions and information about the exams throughout this training.

Officers must pass RAIO CTP to retain their positions. In order to pass the course, you must achieve a cumulative score of 70% on the RAIO CTP exams. You must first pass the RAIO CTP before moving on to the Division-specific portion of the training (e.g., ADOTP or RDOTC).

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Attestations

You will be required to certify that you have completed each training tasks by marking it as complete on the [RAIO DT/Remote & ADOTP DT/Remote Attestation](#) (please bookmark this link and open it in Chrome). You should mark each training module complete after you have completed it. By marking each item complete and certifying your completion at the end of the form, you are:

- attesting you have duly completed the tasks in accordance with the applicable training guidelines,
- attesting that you have been allotted the required time to complete these tasks,
- acknowledging you are responsible for all materials covered during any period of pre-approved absence and that some or all materials covered during any absence(s) may be tested on exams, and
- acknowledging that you understand the leave policy while in training and provisions contained within the [RAIO Training Certification Statement](#) (see [RAIO Directorate Officer Training Handbook](#) pages 7-9, 25-28).

Questions throughout the training should be addressed during the live sessions. Please direct all urgent questions to: Amanda Mendelson [REDACTED]

[REDACTED]

(b)(6)

Best of luck!

The RAIO & Asylum Training Teams

¹ For Asylum Officers, this 25-day period will be followed immediately by Asylum Division Distance/Remote training.

Login Instructions for a Live WebEx Webinar

1. For each live WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. You may login as a group or individually. When you login WebEx will give you the option to enter your phone number and the system will call you. Please have the program call you. Do not call in with your phone prior to logging in with your computer.
3. Each session will be open 30 minutes before the start time of the session. Please open the email invitation and join the session at least 10 minutes prior to the designated start time.
 - a. To join the session, follow the directions in the email. The email will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using Google Chrome.
 - c. The first time you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. Enter your phone number and click “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**

Troubleshooting:

- If WebEx is not opening in Google Chrome, try using Internet Explorer or Microsoft Edge.
 - **If, when you are trying to access a WebEx session the system does not load, click on the “run temporary application” option to start a temporary WebEx application to join the session.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
 5. If you have any questions once you have entered the session, use the chat box on the right-hand side.
 6. If you have any questions before a session or are unable to get in to the session, please email:

(b)(6)

Topic	Time Allocated	Links to Feedback Surveys
Live webinar: Welcome to RAIO CTP Remote <ul style="list-style-type: none"> • Welcome & Overview of RAIO CTP Distance and Remote Training 	1.5 hours	Feedback Survey
<u>DT Orientation:</u> reading + activity.	1.5 hours	N/A
<u>Interviewing – Note Taking:</u> reading	1 hour	N/A
View welcome video by Jennifer B. Higgins, Associate Director, RAIO click here	.25 hour	N/A
<u>RAIO Directorate Handbook and Memorandum:</u> reading + quiz	.75 hour	N/A
<u>Core Values and Guiding Principles for RAIO Employees:</u> reading + exercise	.5 hour	N/A
<u>International Human Rights Law:</u> reading + quiz	1.5 hours	N/A
Live webinar: Exam Overview and Practice Exam	1 hour	Feedback Survey
<u>Refugee Definition:</u> reading + quiz	2 hours	N/A
<u>UNHCR Overview:</u> reading (b)(7)(e)	1.5 hours	N/A
Webinar: <u>UNHCR & International Human Rights Law</u> (PW: <input type="text"/>) <ul style="list-style-type: none"> • Other Materials: PowerPoint • YouTube Videos <ul style="list-style-type: none"> ○ When the webinar gets to slide 13, watch the first video in its entirety. ○ When the webinar gets to slide 29, watch the second video up to 5:48. ○ Save the link to the UNHCR Handbook in your browser's bookmarks. 	2 hours	Feedback Survey
<u>Persecution:</u> reading + quiz	2.25 hours	N/A
Webinar: <u>Refugee Definition & Persecution</u> (PW: <input type="text"/>) + exercises	1.25 hours	Feedback Survey

<ul style="list-style-type: none"> • <u>Practical Exercises: Persecution Interview Exercise Part 1</u>, and <u>Persecution Exercise Part 2</u> to be completed and uploaded to student drop box during the webinar. • <u>Other Materials: PowerPoint</u> 		
<u>Mass Atrocities and Genocide Awareness: reading</u>	.5 hour	N/A
<u>Interviewing – Intro to the Non-Adversarial Interview: reading + exercises</u>	2.5 hours	N/A
<u>Live webinar: Refugee Definition & Persecution</u> <ul style="list-style-type: none"> • <u>Practical Exercise: Refugee Definition</u> • <u>Practical Exercise: Persecution</u> • Q&A on UNHCR & International Human Rights Law, and Refugee Definition & Persecution • 	1.5 hours	<u>Feedback Survey</u>
<u>Well-Founded Fear: reading + quiz (b)(7)(e)</u>	2.5 hours	N/A
<u>Webinar: Well-Founded Fear (PW: [redacted])</u> <ul style="list-style-type: none"> • <u>Other Materials: PowerPoint</u> 	1.5 hours	<u>Feedback Survey</u>
<u>Office of Security & Integrity (OSI) and Significant Incident Reporting: click here to view the webinar [PW: [redacted]] & here for the PPT</u>	1 hour	N/A
<u>Live Webinar: Well-Founded Fear</u> <ul style="list-style-type: none"> • <u>WFF Practical Exercise and Q&A</u> 	1.5 hours	<u>Feedback Survey</u>
<u>Gender-Related Claims: reading + quiz</u>	1.75 hours	N/A
<u>Webinar: Gender-Related Claims (PW: [redacted])</u> <ul style="list-style-type: none"> • <u>Practical Exercise: The Gender-Related Claims Practical Exercise</u> • <u>Other Materials: PowerPoint</u> 	1 hour	<u>Feedback Survey</u>
<u>Interviewing – Working with an Interpreter: reading + Click here to view the webinar [PW: [redacted]] + exercise</u>	2 hours	N/A
<u>Evidence: reading + quiz</u>	2 hours	N/A
<u>Webinar: Evidence (PW: [redacted])</u> <ul style="list-style-type: none"> • <u>Practical Exercise: Standards of Proof Practical Exercise to be completed and uploaded to student drop box during the webinar</u> 	1 hour	<u>Feedback Survey</u>

<ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 		
<u>Persecutor Bar</u> : reading + quiz (b)(7)(e)	2 hours	N/A
Webinar: <u>Persecutor Bar</u> (PW: <input type="text"/>) <ul style="list-style-type: none"> • Practical Exercise: <u>Persecutor Bar Practical Exercise</u> to be completed and uploaded to the student drop box during the webinar. • Other Materials: <u>PowerPoint</u> • <u>Persecutor Bar Quick References Handout</u> 	2.25 hours	<u>Feedback Survey</u>
Live Webinar : Evidence & Persecutor Bar Q&A	1 hour	<u>Feedback Survey</u>
<u>International Religious Freedom Act (IRFA)</u> : reading + quiz	2 hours	N/A
Webinar: <u>IRFA & Religion Nexus</u> (PW: <input type="text"/>) <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	1.75 hours	<u>Feedback Survey</u>
<u>Nexus and the Protected Grounds (minus PSG)</u> : reading + exercises + quiz	3.5 hours	N/A
Webinar: <u>Nexus and Protected Grounds (minus PSG)</u> (PW: <input type="text"/>) <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	3.5 hours	<u>Feedback Survey</u>
Live Webinar : Nexus and Protected Grounds (Minus PSG), IRFA & Religion Nexus Q&A	1 hour	<u>Feedback Survey</u>
<u>Nexus – PSG</u> : reading + quiz	4 hours	N/A
Webinar: <u>Nexus – Particular Social Group</u> (PW: <input type="text"/>) <ul style="list-style-type: none"> • Practical Exercises: <u>Nexus PSG #1</u> and <u>Nexus PSG #2</u> to be completed and uploaded to student drop box during the webinar • Other Materials: <u>PowerPoint</u> • Read <u>Matter of L-E-A- Guidance Memo</u> and <u>Matter of L-E-A-</u> 	2 hours	<u>Feedback Survey</u>
Live Webinar : Nexus – Particular Social Group (PSG) Q&A	1 hour	<u>Feedback Survey</u>
<u>LGBTI Claims</u> : reading + quiz	2 hours	N/A

Webinar: <u>LGBTI (PW: [redacted])</u> <ul style="list-style-type: none"> • Practical Exercises: <u>Four LGBTI Practical Exercises</u> to be completed and uploaded to the student drop box during the webinar • Other Materials: <u>PowerPoint</u> 	1.75 hours	<u>Feedback Survey</u>
<u>Interviewing – Survivors of Torture: reading</u>	1 hour	N/A
Live Webinar: Gender-Related Claims and LGBTI Q&A	1 hour	<u>Feedback Survey</u>
<u>Sources of Authority: reading + exercise</u>	1.75 hours	N/A
<u>Interviewing – Eliciting Testimony: reading + exercises</u>	2 hours	N/A
Webinar: <u>Eliciting Testimony (PW: [redacted])</u> <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	1.5 hours	<u>Feedback Survey</u>
Live Webinar: Eliciting Testimony Q&A and Practical Exercises	1 hour	<u>Feedback Survey</u>
<u>Cross-Cultural Communication: reading</u>	.75 hour	N/A
Webinar: <u>Cross-Cultural Communication (PW: [redacted])</u> <ul style="list-style-type: none"> • Practical Exercise: Please complete the <u>Facts vs. Assumptions PE</u> prior to watching the Cross-Cultural Communication Webinar Other Materials: <u>YouTube Video #1</u> and <u>YouTube Video #2</u>	1.25 hours	<u>Feedback Survey</u>
Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each task complete after you have completed it on your <u>RAIO DT/Remote & ADOTP DT/Remote Attestation.</u>		
Live Webinar: Exam #1 Review and Results	1.5 hours	N/A
<u>Children’s Claims: reading + quiz</u>	3.5 hours	N/A

Webinar: Adjudicating Children's Claims (PW: <input type="text"/> <ul style="list-style-type: none"> • Practical Exercise: <u>Interviewing Children Question Analysis Exercise</u> • Other Materials: <u>PowerPoint</u> 	2.5 hours	<u>Feedback Survey</u>
Live Webinar: Children's Claims and Cross-Cultural Communication Q&A	1 hour	<u>Feedback Survey</u>
<u>Decision-Making: reading + exercise</u>	1.5 hours	N/A
<u>Credibility: reading + quiz</u>	3 hours	N/A
Webinar: Credibility (PW: <input type="text"/> <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	1.25 hours	<u>Feedback Survey</u>
Live Webinar: Eliciting Testimony – Credibility Q&A	1.5 hours	<u>Feedback Survey</u>
<u>Reading and Using Case Law: reading + exercise</u>	2.75 hours	N/A
Webinar: Sources of Authority & Reading and Using Case Law [PW: <input type="text"/>	1 hour	N/A
Live Webinar: Credibility Q&A	1 hour	<u>Feedback Survey</u>
<u>Fraud and FDNS Overview: reading</u>	2.5 hours	N/A
Webinar: Fraud Detection and National Security Overview (PW: <input type="text"/> <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	.25 hours	<u>Feedback Survey</u>
<u>Firm Resettlement: reading + quiz</u>	1.25 hours	N/A
Webinar: Firm Resettlement (PW: <input type="text"/> <ul style="list-style-type: none"> • Practical Exercise: <u>Firm Resettlement PE Handout</u> to be completed and uploaded to the student drop box during webinar. • Other Materials: <u>PowerPoint</u> • <u>Firm Resettlement Chart</u> 	1.5 hours	<u>Feedback Survey</u>

<u>Researching and Using Country of Origin Information (COI) in RAIO Adjudications</u> : reading + exercises. (b)(7)(e)	1.5 hours	N/A
Webinar: Researching COI (PW: <input type="text"/> <ul style="list-style-type: none"> • Practical Exercises: <u>Country Conditions Research Practical Exercise</u> to be completed and uploaded to student drop box during webinar. • Other Materials: <u>PowerPoint</u> 	3 hours	<u>Feedback Survey</u>
Live Webinar: FDNS, Firm Resettlement and COI Q&A	1.5 hours	<u>Feedback Survey</u>
<u>National Security, Part 1: reading + quiz</u>	1.5 hours	N/A
<u>Discretion: reading</u>	.5 hour	N/A
<u>National Security, Part 2 (TRIG): reading + quiz</u>	3.5 hours	N/A
Webinar: <u>Terrorism-Related Inadmissibility Grounds</u> (PW: <input type="text"/> <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	2.25 hours	<u>Feedback Survey</u>
Live Webinar: TRIG Q&A	1 hour	<u>Feedback Survey</u>
Preparation for Remarks and Q&A with RAIO Executive Leadership <ul style="list-style-type: none"> • <u>DHS – USCIS Overview PowerPoint</u> • <u>Jennifer B. Higgins, Biography</u> • <u>Ted H. Kim, Biography</u> 	1 hour	N/A
Live Webinar: Remarks and Q&A with RAIO Executive Leadership	1 hour	<u>Feedback Survey</u>
Live Webinar: Exam #2 Review and Results	1.5 hours	N/A
<u>Well-Founded Fear Documentary</u> : viewing + exercise/discussion with Training Officer	3 hours	N/A
USCIS Ethics and Integrity Training: PALMS	2 hours	N/A

Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each training task complete after you have completed it on your RAIO DT/Remote & ADOTP DT/Remote Attestation.

Congratulations! You have finished the Distance/Remote Training component of the RAIO CTP.

Please complete this Overall Course Feedback Survey to help us improve this Training.

Thank you for your participation and for your feedback.

* Interview Observations Instructions:

You have two observation days – please dedicate one observation day to observing Affirmative interviews and one to observing APSO interviews. If your office does not have Affirmative interviews, please dedicate one observation day to observing CF interviews and one observations day to observing RF interviews. During the interview, practice note taking. You may work with the interviewing Asylum Officer before and after the interview to identify possible claim(s) and issues. Write Summary of Testimony & meet with Trainer and/or interviewing officer to debrief the observation. If your office cannot accommodate observations on this day, please schedule your observation(s) for another day and proceed with the following day's training materials.

**LIVE SESSIONS FOR 2004C/2004D
RAIO CTP DISTANCE AND REMOTE TRAINING**

Thursday, February 27, 2020 (Day 1)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Welcome & Overview of RAIO CTP Distance and Remote Training

Friday, February 28, 2020 (Day 2)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Exam Overview and Practice Exam

Tuesday, March 3, 2020 (Day 4)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Q&A Refugee Definition, Persecution

Wednesday, March 4, 2020 (Day 5)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Well-Founded Fear Q&A and Practical Exercises

Friday, March 6, 2020 (Day 7)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Evidence, Persecutor Bar

Wednesday, March 11, 2020 (Day 10)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Nexus & Protected Grounds (minus PSG), IRFA & Religion Nexus

Thursday, March 12, 2020 (Day 11)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Nexus – Particular Social Group (PSG) Q&A

Friday, March 13, 2020 (Day 12)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Gender-Related Claims & LGBTI Q&A

Monday, March 16, 2020 (Day 13)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Eliciting Testimony Q&A

Wednesday, March 18, 2020 (Day 15)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Exam #1 Review and Results

Thursday, March 19, 2020 (Day 16)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Q&A Children's Claims and Cross-Cultural Communication

Friday, March 20, 2020 (Day 17)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - Eliciting Testimony - Credibility

Tuesday, March 24, 2020 (Day 19)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Credibility Q&A

Thursday, March 26, 2020 (Day 21)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:30 p.m. CDT/11:00 a.m. – 12:30 p.m. PDT
 - FDNS, Firm Resettlement, & COI Q&A

Monday, March 30, 2020 (Day 23)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - TRIG Q&A

Tuesday, March 31, 2020 (Day 24)

- 2:00 p.m. – 3:00 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Remarks and Q&A with RAIO Executive Leadership

Wednesday, April 1, 2020 (Day 25)

- 2:00 p.m. – 3:30 p.m. EDT/1:00 p.m. – 2:00 p.m. CDT/11:00 a.m. – 12:00 p.m. PDT
 - Exam #2 Review and Results

DT Orientation

Read the “Intro to ECN for CT PowerPoint” and the "How to Use the ECN Attestation Form and Progress Tracker" on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above document? If yes, your tasks now are to:

1. Complete the RAIO Training Certification Statement, if you have not already done so, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”
2. Complete the Student Honor Code Form and the USCIS Photograph and Publicity Release Form, if you have not already done so, under “Links For: Welcome Binder” on the [Distance Training page](#).
3. Upload the following forms to your student dropbox:
 - Student Honor Code Form
 - USCIS Photograph and Publicity Release Form
 - Training Certification Statement

Have you uploaded the three forms listed above to your student dropbox?

If yes, please continue on to the next training module.

If no, please upload the three forms to your student dropbox before moving on to the next training module.

RAIO Directorate Handbook and Information Memorandum

Read the [RAIO Directorate Officer Training Handbook](#).

Now read the RAIO CTP Student Information Memorandum, which can be located on your class-specific home page on the [RAIO Training ECN site](#) (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class.

Have you finished reading both documents? If yes, your task now is to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the lesson plan?

If yes, your task is now to:

Read USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct, which went into effect on February 9, 2015.

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

Note that the presentation on USCIS core values and RAIO guiding principles is normally scheduled for Day Two of the Remote component. You do not have to post your observations on the ECN.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact the Asylum Training Team.

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

UNHCR Overview

Have you finished reading the [lesson plan](#)?

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Interviewing – Note Taking

Have you finished reading the [lesson plan](#)?

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Mass Atrocities and Genocide Awareness

Read the [Presidential Study Directive on Mass Atrocities \(PSD-10\)](#), released August 4, 2011([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report](#) from NPR's [Morning Edition](#) about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read [Matter of Vides Casanova](#), 26 I&N Dec. 494 (BIA 2015), the BIA case referenced in the NPR report.

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the lesson plan?

If yes, your tasks now are to:

Complete these exercises:

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

- Complete the exercises as instructed on a separate Word document and save your document.

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Complete these exercises:

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- Complete Exercise #1 as instructed on a separate Word document and save your document.

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Interviewing – Survivors of Torture

Have you finished reading the [lesson plan](#)?

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete these exercises:

(b)(7)(e)

Exercise #1

Exercise #2

Exercise #3

Exercise #4

Interviewing – Working With an Interpreter

Have you finished reading the lesson plan and viewing the Webinar?

Webinar note: The webinar states that “the immigration status of interpreters is not a bar” and an individual with a pending asylum application can serve as an interpreter (at approximately the 9:45 mark). The slides in this section specifically pertain the Asylum adjudications. Please note that this information has been superseded by guidance in the Memorandum from John Lafferty, Chief, USICS Asylum Division, to All Asylum Division Staff, Updated Procedures on Working with Interpreters in Affirmative Asylum Interviews (HQRAIO 120/12a) (14 June 2019). This document can be found on p. 41 in Supplement B of the LP.

After you have finished reading the lesson plan and viewing the webinar, your task now is to:

Complete this exercise:

(b)(7)(e)

Cross-Cultural Communication

Have you finished reading the lesson plan?

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

(b)(7)(e)

Complete this Exercise:

Complete the exercise as instructed on a separate Word document and save your document.

- Review your answers after viewing the Sources of Authority & Reading and Using Case Law Webinar.

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Children’s Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

National Security, Part 1

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 1 Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the [lesson plan](#)?

If yes, your task is now to complete these exercises:

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

Complete the exercises as instructed on a separate Word document and save your document. (b)(7)(e)

[Redacted]

EXERCISE ONE

[Redacted]

EXERCISE TWO

[Redacted]

EXERCISE THREE

[Redacted]

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

Complete this Exercise:

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

² Note that as of January 2019, Refworld will no longer be maintaining and updating its COI collections. Refworld will focus instead on its “collections of national legislation and jurisprudence relating to refugee law.”

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

[Complete this quiz](#) (click on quiz)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, you must print this page prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Discretion

Have you finished reading the [lesson plan](#)?

Decision-Making

Have you finished reading the [lesson plan](#)?

If yes, your task is now to Complete this exercise:

- Read the instructions and (b)(7)(e) provided [here](#).
- Complete the [exercise form](#) as instructed and save your document.

Well Founded Fear – A documentary film

Your task is to:

View the documentary, *Well Founded Fear*

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, *Point of View (POV)*.

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, [complete this exercise](#), which raises issues for consideration and discussion.

RAIO CTP Distance/Remote Training 2005/2006

Instructions and Syllabus

Welcome to RAIO CTP Distance/Remote Training 2005/2006! For the next 25 days you will be participating in a RAIO CTP Distance/Remote Training¹. This training program consists of a combination of pre-recorded webinars and live webinars using WebEx, readings, and practical exercises. This document contains instructions and your training syllabus, and it should be used in conjunction with the daily schedule.

Completion of all training requirements according to the following schedule, and attendance at each live session, is mandatory.

IMPORTANT NOTICE: Operational procedures in light of the COVID-19 pandemic may necessitate changes to the schedule, including sessions that typically have been conducted in-office. We continue to monitor the operational posture of our offices and other sources to determine appropriate measures in light of the COVID-19 pandemic. We will provide additional guidance about any changes that may be necessitated as soon as is possible under the circumstances presented. **Due to operational procedures, you must check with and confirm with your office before going into your office for any reason.**

Webinars

Most of the live sessions will take place at the same time each day, but please check the schedule for the exact times (see p. 10-11). In some instances you will have to pause where you are in a pre-recorded webinar to attend a live session and return to the pre-recorded webinar after the conclusion of the live session. There are practical exercises (PEs) in many of the webinars. After you complete a PE, and *only* if directed, upload your completed PE to your student dropbox accessible through the [RAIO Distance Training ECN homepage](#).

Exams

Two multiple-choice exams will be administered by your home office during this training. **The exams will take place at 8AM Local Time on Tuesday, April 7, 2020 and Tuesday, April 21, 2020.** You will be given additional instructions and information about the exams throughout this training. Please note: Telework is *not* permitted when taking the Exams and for the Exam Results sessions.

IMPORTANT NOTICE: The exam date, time, and administration format is subject to change due to current operational procedures in light of the COVID-19 pandemic. More information will be forthcoming.

Officers must pass RAIO CTP to retain their positions. In order to pass the course, you must achieve a cumulative score of 70% on the RAIO CTP exams. You must first pass the RAIO CTP before moving on to the Division-specific portion of the training (e.g., ADOTP or RDOTC).

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures.

Attestations

You will be required to certify that you have completed each training task by marking it as complete on the [RAIO DT/Remote & ADOTP DT/Remote Attestation](#) (**please bookmark this link and open it in Chrome**).

You should mark each training module complete after you have completed it. By marking each item complete and certifying completion at the end of the task, you are, in accordance with the applicable training guidelines,

- attesting that you have been allotted the required time to complete these tasks,
- acknowledging you are responsible for all materials covered during any period of pre-approved absence and that some or all materials covered during any absence(s) may be tested on exams, and
- acknowledging that you understand the leave policy while in training and provisions contained within the [RAIO Training Certification Statement](#) (see [RAIO Directorate Officer Training](#)

Handbook pages 7-9, 25-28).

Questions throughout the training should be addressed during the live sessions. Please direct all urgent questions to:

[Redacted]

[Redacted]

(b)(6)

Best of luck!

The RAIO & Asylum Training Teams

¹ For Asylum Officers, this 25-day period will be followed immediately by Asylum Division Distance/Remote training.

Login Instructions for a Live WebEx Webinar

1. For each **live** WebEx webinar, you will receive a WebEx invitation via email from a session facilitator prior to the start of the session.
2. You may login as a group or individually. When you login, WebEx will give you the option to enter your phone number and the system will call you. **Please have the program call you. Do not call in with your phone prior to logging in with your computer.**
3. Each session will be open 30 minutes before the start time of the session. Please open the email or Outlook calendar invitation and join the session **at least 10 minutes early**.
 - a. To join the session, follow the directions in the invitation, which will contain a link: it will say, “go to...” and then will provide a hyperlink. Click on the hyperlink.
 - b. Open the WebEx session using **Google Chrome**.
 - c. The **first time** you join a meeting, you may have to enable a Chrome extension. If a dialogue box appears in the top-right of your screen asking you to enable an extension, click “enable.”
 - d. Once WebEx has loaded, a dialogue box labeled “Audio Conference” will appear.
 - i. **Enter your phone number** and click “call me.”
 - ii. **Do NOT click on the “use computer for audio” option. Your audio must always be connected using a landline or cell phone.**
4. Once you have entered the WebEx session, you will be on mute. You will be able to hear the session host, but cannot participate verbally, unless the host gives you permission to do so.
5. If you have any questions once you have entered the session, use the chat box on the right-hand side.
6. If you have any questions before a session or are unable to get in to the session, please email:

(b)(6)

Troubleshooting for Live and Recorded Webinars:

- If WebEx is not opening in Google Chrome, try using Internet Explorer or Microsoft Edge.
- If, when you are trying to access a WebEx session the system does not load, click on the “run temporary application” option to start a temporary WebEx application to join the session.
- If you are teleworking and watching a *recorded* webinar, you must press the “STOP” button and close the Network Recording Player application. Until you do this you will not be able to play another *recorded* WebEx presentation.

RAIO CTP DISTANCE/REMOTE TRAINING SYLLABUS

Topic	Time Allocated	Links to Feedback Surveys
Live Webinar: Welcome to RAIO CTP Remote <ul style="list-style-type: none"> Welcome & Overview of RAIO CTP Distance and Remote Training 	<i>1.5 hours</i>	<u>Feedback Survey</u>
<u>DT Orientation:</u> <i>reading + activity.</i>	<i>1.5 hours</i>	N/A
<u>Interviewing – Note Taking:</u> <i>reading</i>	<i>1 hour</i>	N/A
View welcome video by Jennifer B. Higgins, Associate Director, RAIO <u>click here</u>	<i>.25 hours</i>	N/A
<u>RAIO Directorate Handbook and Memorandum:</u> <i>reading + quiz</i>	<i>.75 hours</i>	N/A
<u>Core Values and Guiding Principles for RAIO Employees:</u> <i>reading + exercise</i>	<i>.5 hours</i>	N/A
<u>International Human Rights Law:</u> <i>reading + quiz</i>	<i>1.5 hours</i>	N/A
Live Webinar: Exam Overview and Practice Exam	<i>1 hour</i>	<u>Feedback Survey</u>
<u>Refugee Definition:</u> <i>reading + quiz</i>	<i>2 hours</i>	N/A
<u>UNHCR Overview:</u> <i>reading</i> (b)(7)(e)	<i>1.5 hours</i>	N/A
Webinar: <u>UNHCR & International Human Rights Law</u> (PW:) <ul style="list-style-type: none"> Other Materials: <u>PowerPoint</u> YouTube Videos <ul style="list-style-type: none"> When the webinar gets to slide 13, watch <u>the first video</u> in its entirety. When the webinar gets to slide 29, watch <u>the second video</u> up to 5:48. Save the link to the <u>UNHCR Handbook</u> in your browser's bookmarks. 	<i>2 hours</i>	<u>Feedback Survey</u>
<u>Persecution:</u> <i>reading + quiz</i>	<i>2.25 hours</i>	N/A
Webinar: <u>Refugee Definition & Persecution</u> (PW:) <ul style="list-style-type: none"> <i>+ exercises</i> 	<i>1.25 hours</i>	<u>Feedback Survey</u>

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

<ul style="list-style-type: none"> • Practical Exercises: <u>Persecution Interview Exercise Part 1</u>, and <u>Persecution Exercise Part 2</u> to be completed during the webinar. • Other Materials: <u>PowerPoint</u> 		
Mass Atrocities and Genocide Awareness: <i>reading</i>	.5 hour	N/A
Interviewing – Intro to the Non-Adversarial Interview: <i>reading + exercises</i>	2.5 hours	N/A
Live Webinar: Refugee Definition & Persecution <ul style="list-style-type: none"> • Practical Exercise: <u>Refugee Definition</u> • Practical Exercise: <u>Persecution</u> • Q&A on UNHCR & International Human Rights Law, and Refugee Definition & Persecution • 	1.5 hours	<u>Feedback Survey</u>
Well-Founded Fear: <i>reading + quiz</i> (b)(7)(e)	2.5 hours	N/A
Webinar: Well-Founded Fear (PW: <input type="text"/> <ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	1.5 hours	<u>Feedback Survey</u>
Office of Security & Integrity (OSI) and Significant Incident Reporting: <u>click here to view the webinar [PW: <input type="text"/> & here for the PPT</u>	1 hour	N/A
Live Webinar: Well-Founded Fear <ul style="list-style-type: none"> • WFF Practical Exercise and Q&A 	1.5 hours	<u>Feedback Survey</u>
Gender-Related Claims: <i>reading + quiz</i>	1.75 hours	N/A
Webinar: Gender-Related Claims (PW: <input type="text"/> <ul style="list-style-type: none"> • Practical Exercise: <u>The Gender-Related Claims Practical Exercise</u> • Other Materials: <u>PowerPoint</u> 	1 hour	<u>Feedback Survey</u>
Interviewing – Working with an Interpreter: <i>reading + Click here to view the webinar [PW: <input type="text"/> + exercise</i>	2 hours	N/A
Evidence: <i>reading + quiz</i>	2 hours	N/A
Webinar: Evidence (PW: <input type="text"/> <ul style="list-style-type: none"> • Practical Exercise: <u>Standards of Proof Practical Exercise</u> to be completed during the webinar. 	1 hour	<u>Feedback Survey</u>

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

<ul style="list-style-type: none"> Other Materials: PowerPoint 		
Persecutor Bar: reading + quiz (b)(7)(e)	2 hours	N/A
Webinar: Persecutor Bar (PW: <input type="text"/> <ul style="list-style-type: none"> Practical Exercise: Persecutor Bar Practical Exercise to be completed during the webinar. Other Materials: PowerPoint Persecutor Bar Quick References Handout 	2.25 hours	<u>Feedback Survey</u>
Live Webinar: Evidence & Persecutor Bar Q&A	1 hour	<u>Feedback Survey</u>
International Religious Freedom Act (IRFA): <i>reading + quiz</i>	2 hours	N/A
Webinar: IRFA & Religion Nexus (PW: <input type="text"/> <ul style="list-style-type: none"> Other Materials: PowerPoint 	1.75 hours	<u>Feedback Survey</u>
Interview observation(s): see p. 10 of this document for more information about interview observations.	TBD	N/A
Nexus and the Protected Grounds (minus PSG): <i>reading + exercises + quiz</i>	3.5 hours	N/A
Webinar: Nexus and Protected Grounds (minus PSG) (PW: <input type="text"/> <ul style="list-style-type: none"> Other Materials: PowerPoint 	3.5 hours	<u>Feedback Survey</u>
Live Webinar: Nexus and Protected Grounds (Minus PSG), IRFA & Religion Nexus Q&A	1 hour	<u>Feedback Survey</u>
Nexus – PSG: reading + quiz	4 hours	N/A
Webinar: Nexus – Particular Social Group (PW: <input type="text"/> <ul style="list-style-type: none"> Practical Exercises: Nexus PSG #1 and Nexus PSG #2 to be completed during the webinar. Other Materials: PowerPoint Read Matter of L-E-A- Guidance Memo and Matter of L-E-A- 	2 hours	<u>Feedback Survey</u>
Live Webinar: Nexus – Particular Social Group (PSG) Q&A	1 hour	<u>Feedback Survey</u>
LGBTI Claims: reading + quiz	2 hours	N/A

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

Webinar: LGBTI (PW: [redacted] <ul style="list-style-type: none"> Practical Exercises: <u>Four LGBTI Practical Exercises</u> to be completed during the webinar. Other Materials: <u>PowerPoint</u> 	<i>1.75 hours</i>	<u>Feedback Survey</u>
Interviewing – Survivors of Torture: <i>reading</i>	<i>1 hour</i>	N/A
Live Webinar: Gender-Related Claims and LGBTI Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
Sources of Authority: <i>reading + exercise</i>	<i>1.75 hours</i>	N/A
Interviewing – Eliciting Testimony: <i>reading + exercises</i>	<i>2 hours</i>	N/A
Webinar: Eliciting Testimony (PW: [redacted] <ul style="list-style-type: none"> Other Materials: <u>PowerPoint</u> 	<i>1.5 hours</i>	<u>Feedback Survey</u>
Live Webinar: Eliciting Testimony Practical Exercises and Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
Cross-Cultural Communication: <i>reading</i>	<i>.75 hour</i>	N/A
Webinar: Cross-Cultural Communication (PW: [redacted] <ul style="list-style-type: none"> Practical Exercise: Please complete the <u>Facts vs. Assumptions PE</u> prior to watching the Cross-Cultural Communication Webinar Other Materials: <u>YouTube Video #1</u> and <u>YouTube Video #2</u> 	<i>1.25 hours</i>	<u>Feedback Survey</u>
Self-study and exam preparation	<i>3.5 hours</i>	N/A
Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each task complete after you have completed it on your RAIO DT/Remote & ADOTP DT/Remote Attestation.		
Live Webinar: Exam #1 Review and Results	<i>1.5 hours</i>	N/A
Children’s Claims: <i>reading + quiz</i>	<i>3.5 hours</i>	N/A

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

Webinar: Adjudicating Children's Claims (PW: [redacted]		
<ul style="list-style-type: none"> • Practical Exercise: <u>Interviewing Children Question Analysis Exercise</u> • Other Materials: <u>PowerPoint</u> 	<i>2.5 hours</i>	<u>Feedback Survey</u>
Live Webinar: Children's Claims and Cross-Cultural Communication Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
Decision-Making: <i>reading + exercise</i>	<i>1.5 hours</i>	N/A
Credibility: <i>reading + quiz</i>	<i>3 hours</i>	N/A
Webinar: Credibility (PW: [redacted]		
<ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	<i>1.25 hours</i>	<u>Feedback Survey</u>
Live Webinar: Eliciting Testimony – Credibility <ul style="list-style-type: none"> • Please have this PE accessible for the Live Session – <u>Eliciting Off Script</u> • <u>PowerPoint</u> 	<i>1.5 hours</i>	<u>Feedback Survey</u>
Reading and Using Case Law: <i>reading + exercise</i>	<i>2.75 hours</i>	N/A
Webinar: Sources of Authority & Reading and Using Case Law (PW: [redacted]		
	<i>1 hour</i>	N/A
Interview observation(s): see p. 10 of this document for more information about interview observations.	<i>TBD</i>	N/A
Live Webinar: Credibility Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
Fraud and FDNS Overview: <i>reading</i>	<i>2.5 hours</i>	N/A
Webinar: Fraud Detection and National Security Overview (PW: [redacted]		
<ul style="list-style-type: none"> • Other Materials: <u>PowerPoint</u> 	<i>.25 hours</i>	<u>Feedback Survey</u>
Firm Resettlement: <i>reading + quiz</i>	<i>1.25 hours</i>	N/A
Webinar: Firm Resettlement (PW: [redacted]		
<ul style="list-style-type: none"> • Practical Exercise: <u>Firm Resettlement PE Handout to be completed during webinar.</u> • Other Materials: <u>PowerPoint</u> • <u>Firm Resettlement Chart</u> 	<i>1.5 hours</i>	<u>Feedback Survey</u>

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

Researching and Using Country of Origin Information (COI) in RAIO Adjudications : <i>reading + exercises.</i> (b)(7)(e)	<i>1.5 hours</i>	N/A
Webinar: Researching COI (PW: [redacted] <ul style="list-style-type: none"> Practical Exercises: <u>Country Conditions Research Practical Exercise</u> to be completed during webinar. Other Materials: <u>PowerPoint</u> 	<i>3 hours</i>	<u>Feedback Survey</u>
Meet with Local Trainers	<i>1 hour</i>	N/A
Live Webinar: FDNS, Firm Resettlement, and COI Q&A	<i>1.5 hours</i>	<u>Feedback Survey</u>
National Security, Part 1: <i>reading + quiz</i>	<i>1.5 hours</i>	N/A
Discretion: <i>reading</i>	<i>.5 hours</i>	N/A
National Security, Part 2 (TRIG): <i>reading + quiz</i>	<i>3.5 hours</i>	N/A
Webinar: Terrorism-Related Inadmissibility Grounds (PW: [redacted] <ul style="list-style-type: none"> Other Materials: <u>PowerPoint</u> 	<i>2.25 hours</i>	<u>Feedback Survey</u>
Live Webinar: TRIG Q&A	<i>1 hour</i>	<u>Feedback Survey</u>
Self-study and exam preparation	<i>5 hours</i>	N/A
Preparation for Remarks and Q&A with RAIO Executive Leadership <ul style="list-style-type: none"> <u>DHS – USCIS Overview PowerPoint</u> <u>Jennifer B. Higgins, Biography</u> <u>Ted H. Kim, Biography</u> 	<i>1 hour</i>	N/A
Live Webinar: Remarks and Q&A with RAIO Executive Leadership	<i>1 hour</i>	<u>Feedback Survey</u>
Live Webinar: Exam #2 Review and Results	<i>1.5 hours</i>	N/A
Live Webinar: Ethics Training	<i>2 hours</i>	N/A
Well-Founded Fear Documentary: <i>viewing + exercise/discussion with Training Officer</i>	<i>3 hours</i>	N/A

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

Reminder: You must certify that you have completed each training task by marking it complete on the attestation. You should mark each training task complete after you have completed it on your RAIO DT/Remote & ADOTP DT/Remote Attestation.

Congratulations! You have finished the Distance/Remote Training component of the RAIO CTP.

Please complete this Overall Course Feedback Survey to help us improve this Training.

Thank you for your participation and for your feedback.

Interview Observations Instructions:

You have two observation days – please dedicate one observation day to observing Affirmative interviews and one to observing APSO interviews. If your office does not have Affirmative interviews, please dedicate one observation day to observing CF interviews and one to observing RF interviews. During the interview, practice note taking. You may work with the interviewing Asylum Officer before and after the interview to identify possible claim(s) and issues. Write a Summary of Testimony and meet with a Trainer and/or the interviewing officer to debrief the observation. If your office cannot accommodate observations on this day, please schedule your observation(s) for another day and proceed with the following day’s training materials.

Please note: Affirmative interview observation(s) are *not* suitable for telework and you *must* be present in the office to observe. It is *highly encouraged* that APSO interview observation(s) are observed in-person. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Live Sessions and Exams for RAIO CTP DT/Remote 2005/2006

Thursday, March 19, 2020 (Day 1)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Welcome & Overview of RAIO CTP Distance and Remote Training

Friday, March 20, 2020 (Day 2)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Exam Overview and Practice Exam

Tuesday, March 24, 2020 (Day 4)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Refugee Definition and Persecution Practical Exercises and Q&A; UNHCR Q&A

Wednesday, March 25, 2020 (Day 5)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Well-Founded Fear Practical Exercises and Q&A

Friday, March 27, 2020 (Day 7)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Evidence and Persecutor Bar Q&A

Wednesday, April 1, 2020 (Day 10)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Nexus & Protected Grounds (minus PSG) and IRFA & Religion Nexus Q&A

Thursday, April 2, 2020 (Day 11)

- 1:00 p.m. – 2:00 p.m. EDT/12:00 p.m. – 1:00 p.m. CDT/10:00 a.m. – 11:00 a.m. PDT
 - Nexus – Particular Social Group (PSG) Q&A

Friday, April 3, 2020 (Day 12)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Gender-Related Claims and LGBTIQ&A

Monday, April 6, 2020 (Day 13)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Eliciting Testimony Practical Exercises and Q&A

Tuesday, April 7, 2020 (Day 14)

- 8 a.m. – 9:30am Local Time
 - Exam #1– The exam date, time, and administration format is subject to change due to current operational procedures in light of the COVID-19 pandemic. More information will be forthcoming.

Wednesday, April 8, 2020 (Day 15)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Exam #1 Review and Results – The exam review date, time, and administration format is subject to change due to current operational procedures in light of the COVID-19 pandemic. More information will be forthcoming.

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

Thursday, April 9, 2020 (Day 16)

- 1:30 p.m. – 2:30 p.m. EDT/12:30 p.m. – 1:30 p.m. CDT/10:30 a.m. – 11:30 a.m. PDT
 - Children’s Claims and Cross-Cultural Communication Q&A

Friday, April 10, 2020 (Day 17)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Eliciting Testimony - Credibility

Tuesday, April 14, 2020 (Day 19)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Credibility Q&A

Thursday, April 16, 2020 (Day 21)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - FDNS, Firm Resettlement, & COI Q&A

Monday, April 20, 2020 (Day 23)

- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - TRIG Q&A

Tuesday, April 21, 2020 (Day 24)

- 8 a.m. – 9:30am Local Time
 - Exam #2 – **The exam date, time, and administration format is subject to change due to current operational procedures in light of the COVID-19 pandemic. More information will be forthcoming.**
- 11:30 a.m. – 12:30 p.m. EDT/10:30 a.m. – 11:30 p.m. CDT/8:30 a.m. – 9:30 a.m. PDT
 - Remarks and Q&A with RAIO Executive Leadership

Wednesday, April 22, 2020 (Day 25)

- 11:30 a.m. – 1:00 p.m. EDT/10:30 a.m. – 12:00 p.m. CDT/8:30 a.m. – 10:00 a.m. PDT
 - Exam #2 Review and Results – **The exam review date, time, and administration format is subject to change due to current operational procedures in light of the COVID-19 pandemic. More information will be forthcoming.**
- 2p.m. – 4:00 p.m. EDT/1p.m. – 3:00 p.m. CDT/11:00a.m. – 1:00p.m. PDT
 - Ethics Training

Yellow highlighting indicates sessions not suitable for telework. However, due to operational procedures in light of the COVID-19 pandemic, you MUST check with your office before going into your office for any reason.

Blue highlighting indicates a live session.

DT Orientation

Read:

- “Intro to ECN for CT PowerPoint” and “How to Use the ECN Attestation Form and Progress Tracker” on the [Distance Training page](#) of the RAIO Training ECN site (see “Links For: Classroom use” on the right side of the page; click the “+” symbols to expand the list).

Have you finished reading the above document? *If yes, your tasks now are to:*

1. **Complete the RAIO Training Certification Statement**, if you have not already done so, and have it signed by your Director. The RAIO Training Certification Statement can be located on the [Distance Training page](#) under “Links For: Official Admin.”
2. **Complete the Student Honor Code Form and the USCIS Photograph and Publicity Release Form**, if you have not already done so, under “Links For: Welcome Binder” on the [Distance Training page](#).
3. **Upload** the RAIO Training Certification Statement, Student Honor Code Form, and USCIS Photograph and Publicity Release Form to your student dropbox. *Before* uploading them, please save these documents using the following naming conventions:
 - Last Name_First Name_Student Honor Code Form
 - Last Name_First Name_Photo Release Form
 - Last Name_First Name_Training Certification Statement

Have you finished uploading the above document to your dropbox? *If yes, your task now is to:*

- Install Slack to your computer (instructions located [here](#)), and
- Familiarize yourself with how to use Slack (you may wish to review [this website](#), which contains general information on Slack, including video tutorials, and [this Tips and Trips for Slack guide](#)).
 - Note: You will receive an email within the next 48 hours with an invitation to join a Slack channel that is set up specifically for your training class. Additional information about the purpose of this channel and how to use it will be provided.

Have you completed the above listed tasks?

If *yes*, congratulations on completing your first training module! Please remember to attest that you completed this module by marking it complete on your [ECN Attestation Form](#) before proceeding to the next training module.

Interviewing – Note Taking

Have you finished reading the lesson plan?

RAIO Directorate Handbook and Information Memorandum

Read the RAIO Directorate Officer Training Handbook .

Now **read** the **RAIO CTP Student Information Memorandum**, which can be located on your class-specific home page on the RAIO Training ECN site (see “Links For: Classroom use”). If you have not yet been assigned to a RAIO CTP class, or if the information memo for your class has not yet been published, read the Student Information Memorandum for the previous RAIO CTP class.

Have you finished reading both documents? *If yes, your task now is to:*

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the Handbook and review the concept addressed in the question.

Core Values and Guiding Principles for RAIO Employees

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Read [USCIS Management Directive 256-005 on Reporting Known or Suspected Misconduct](#), which went into effect on February 9, 2015.

Complete this exercise*

In order to demonstrate your knowledge of USCIS core values and RAIO guiding principles, please think of the types of situations you may encounter on the job that will require you to apply these values and principles. Write down at least two scenarios.

You do not have to post your observations on the ECN.

* Remember that you are not required to complete the exercises that are contained in the Lesson Plans. However, you are required to complete the exercises that are contained in this Workbook. If you have questions about which exercises to complete, please contact the Asylum Training Team.

International Human Rights Law

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Refugee Definition

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

UNHCR Overview

Have you finished reading the [lesson plan](#)?

Persecution

Have you finished reading the [lesson plan](#)?

If yes, your task now is to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Mass Atrocities and Genocide Awareness

Read the Presidential Study Directive on Mass Atrocities (PSD-10), released August 4, 2011([click here](#)).

It is important for all officers to become aware of the history and content of PSD-10, which calls for the creation of an Interagency Atrocities Prevention Board and Corresponding Interagency Review.

DHS is in the process of publishing a lesson plan that will provide a general overview on mass atrocities and genocide awareness for DHS personnel, focusing primarily on the requirements of PSD-10. Additional training will be provided on procedures as they are developed to implement those requirements.

Read [this report](#) from NPR's *Morning Edition* about the work of the Human Rights Violators and War Crimes Unit at Immigration and Customs Enforcement (ICE).

If you finish this assignment early, use your time to read *Matter of Vides Casanova*, 26 I&N Dec. 494 (BIA 2015), the BIA case referenced in the NPR report.

Interviewing – Introduction to the Non-Adversarial Interview

Have you finished reading the [lesson plan](#)?

If yes, your tasks now are to:

(b)(7)(e)

Complete these exercises:

Exercise #1

Exercise #2

Exercise #3

- *Complete the exercises as instructed on a separate Word document and save your document.*

Well-Founded Fear

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Gender-Related Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Interviewing – Working With an Interpreter

Have you finished reading the [lesson plan](#) and viewing the [Webinar](#)?

Webinar note: The webinar states that “the immigration status of interpreters is not a bar” and an individual with a pending asylum application can serve as an interpreter (at approximately the 9:45 mark). The slides in this section specifically pertain the Asylum adjudications. Please note that this information has been superseded by guidance in the Memorandum from John Lafferty, Chief, USICS Asylum Division, to All Asylum Division Staff, Updated Procedures on Working with Interpreters in Affirmative Asylum Interviews (HQRAIO 120/12a) (14 June 2019). This document can be found on p. 41 in Supplement B of the LP.

After you have finished reading the lesson plan and viewing the webinar, your task now is to:

Complete this exercise:

(b)(7)(e)

Evidence

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Persecutor Bar

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

International Religious Freedom Act (IRFA)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Nexus and the Protected Grounds (minus PSG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Complete these exercises:

(b)(7)(e)

Exercise #1

Exercise #2 (Note: This exercise is optional, please complete if you have time)

- *Complete Exercise #1 as instructed on a separate Word document and save your document.*

Nexus – PSG

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

LGBTI Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Interviewing – Survivors of Torture

Have you finished reading the lesson plan?

Sources of Authority

Have you finished reading the lesson plan?

If yes, your task is now to:

(b)(7)(e)

Complete this Exercise:

Complete the exercise as instructed on a separate Word document and save your document.

- *Review your answers after viewing the Sources of Authority & Reading and Using Case Law Webinar.*

Interviewing – Eliciting Testimony

Have you finished reading the lesson plan?

If yes, your task now is to:

(b)(7)(e)

Complete these exercises:

Exercise #1

Exercise #2

Exercise #3

Exercise #4

Cross-Cultural Communication

Have you finished reading the [lesson plan](#)?

Children's Claims

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Decision-Making

Have you finished reading the [lesson plan](#)?

If yes, your task is now to **Complete this exercise:**

- Read the instructions and (b)(7)(e) provided [here](#).
- Complete the [exercise form](#) as instructed and save your document.

Credibility

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Reading and Using Case Law

Have you finished reading the lesson plan?

If yes, your task now is to:

(b)(7)(e)

Complete this Exercise:

[Click here to see the PowerPoint for the Sources of Authority & Reading and Using Case Law Webinar](#)

Fraud and FDNS Overview

Have you finished reading the [lesson plan](#)?

Firm Resettlement

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

Please click on the link above to take the quiz on SurveyMonkey; choose the one best answer to each question unless instructed otherwise. Your score, along with the correct answers to any missed questions, will be displayed in SurveyMonkey immediately after you click “done” to complete the quiz. In order to save your answers, **you must print this page** prior to clicking “done” a second time. Once you navigate away from this screen, your answers will no longer be accessible. Upon clicking “done” a second time, an answer key with explanations to most quiz questions will be displayed. You can then compare your printed answers to the answer key.

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Researching and Using Country of Origin Information (COI) in RAIO Adjudications

Have you finished reading the lesson plan?

*If yes, your task is now to **complete these exercises:***

Country Conditions Information Research Exercises

TRAINING OBJECTIVES:

- (1) Students will become familiar with new sources of country conditions information and Research Unit resources for accessing country conditions information.
- (2) Students will practice citing country conditions information that supports factual determinations that they make in the course of adjudicating claims and explaining the relevance of the source cited.

Complete the exercises as instructed on a separate Word document and save your document. (b)(7)(e)

EXERCISE ONE

EXERCISE TWO

EXERCISE THREE



² Note that as of January 2019, Refworld will no longer be maintaining and updating its COI collections. Refworld will focus instead on its “collections of national legislation and jurisprudence relating to refugee law.”

National Security, Part 1

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 1 Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

National Security, Part 2: Terrorism-Related Inadmissibility Grounds (TRIG)

Have you finished reading the [lesson plan](#)?

If yes, your task is now to:

Complete this quiz (click on *quiz*)

On the ECN, click on “Respond to this Survey.” Choose the one best answer to each question unless instructed otherwise. Print the quiz and circle your answers in order to review your responses. After you finish, click the following link to check your answers: [National Security, Part 2 \(TRIG\) Quiz – Answer Key](#).

How did you do? If you missed any questions, please go back to the lesson plan and review the concept addressed in the question.

Discretion

Have you finished reading the lesson plan?

Well Founded Fear – A documentary film

Your task is to:

View the documentary, Well Founded Fear

- The training staff in your office will set up the film for you to view. There is enough time allotted to allow for a break after watching the first hour of the film and for discussion.
- Please read this introduction before viewing the film

During 1997 and 1998 filmmakers Michael Camerini and Shari Robertson were granted permission to collect hundreds of hours of footage of the activities of the Newark and New York Asylum Offices, including asylum interviews and the issuance of asylum decisions. The resulting film depicts, through the eyes of the producers, Asylum Officers' efforts to gather information in various interview settings and struggle with unique legal challenges.

The producers were allowed complete editorial freedom. All asylum personnel and asylum applicants who agreed to be filmed signed personal release forms, allowing for the producers to use the videotaped material of themselves, and waiving any right to edit the film. The film originally aired on the PBS documentary series, Point of View (POV).

When viewing the documentary, please keep in mind that in general, filmmakers have a particular idea of what they wanted to portray in a film. Filmmakers edit their work in order to raise particular issues and to make statements that convey what the filmmakers have in mind. Because of this, it is important to refrain from making judgments regarding the officers in the film; the entire story of what they considered when adjudicating the case(s) in question may not be reflected in the film.

Whether or not you agree with the filmmaker's portrayal of the asylum program or particular officers, the film is a unique tool for generating discussion on a number of issues that are central to the adjudication of refugee and asylum claims.

After viewing, **complete this exercise**, which raises issues for consideration and discussion.

RAIO CTP Distance Training Syllabus & Attestation Forms

To be used in conjunction with the RAIO CTP Distance Training Component Workbook.

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
DT Orientation: <i>reading + activity.</i>	<i>1.5 hours</i>		
Welcome View welcome video by Jennifer Higgins, Deputy Associate Director (now Associate Director), RAIO click here	<i>10 minutes</i>		
RAIO Directorate Handbook and Memorandum: <i>reading + quiz</i>	<i>45 minutes</i>		
Core Values and Guiding Principles for RAIO Employees: <i>reading + exercise</i>	<i>30 minutes</i>		
Sources of Authority: <i>reading + exercise</i>	<i>1.75 hours</i>		
Reading and Using Case Law: <i>reading + exercise</i>	<i>2.75 hours</i>		
Sources of Authority & Reading and Using Case Law: Click here to view the webinar [PW: <input style="width: 100px; height: 15px;" type="text"/>	<i>1 hour</i>		
International Human Rights Law: <i>reading + quiz</i>	<i>1.5 hours</i>		
UNHCR Overview: <i>reading</i>	<i>1.5 hours</i>		
Refugee Definition: <i>reading + quiz</i>	<i>2 hours</i>		
Persecution: <i>reading + quiz</i>	<i>2.25 hours</i>		

(b)(7)(e)

(b)(7)(e)

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
Refugee Definition; Persecution: Click here to view the webinar [PW: <input type="text"/>] + <i>exercise</i>	<i>1.5 hours</i>		
Interviewing – Intro to the Non-Adversarial Interview: <i>reading + exercises</i>	<i>2.5 hours</i>		
Nexus and the Protected Grounds (minus PSG): <i>reading + exercises + quiz</i>	<i>3.5 hours</i>		
Nexus – PSG: <i>reading + quiz</i>	<i>4 hours</i>		
Well-Founded Fear: <i>reading + quiz</i>	<i>2.5 hours</i>		
Interviewing – Survivors of Torture: <i>reading</i>	<i>1 hour</i>		
Interviewing – Note Taking: <i>reading</i>	<i>1 hour</i>		
Mock Interview Transcript: <i>reading + exercise</i>	<i>1 hour</i>		
Interviewing – Eliciting Testimony: <i>reading + exercises</i>	<i>2 hours</i>		
Interviewing – Working with an Interpreter: <i>reading + Click here to view the webinar</i> [PW: <input type="text"/>] + <i>exercise</i>	<i>2 hours</i>		
Detecting Possible Victims of Trafficking: <i>reading + online training [currently unavailable]</i>	<i>2.5 hours</i>		

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
Cross-Cultural Communication: <i>reading</i>	<i>45 minutes</i>		
Evidence: <i>reading + quiz</i>	<i>2 hours</i>		
SUBMIT MIDPOINT ATTESTATION			
Credibility: <i>reading + quiz</i>	<i>3 hours</i>		
Fraud and FDNS Overview: <i>reading</i>	<i>2.5 hours</i>		
International Religious Freedom Act (IRFA): <i>reading + quiz</i>	<i>2 hours</i>		
Persecutor Bar: <i>reading + quiz</i>	<i>2 hours</i>		
Mass Atrocities and Genocide Awareness: <i>reading</i>	<i>30 minutes</i>		
LGBTI Claims: <i>reading + quiz</i>	<i>2 hours</i>		
Gender-Related Claims: <i>reading + quiz</i>	<i>1.75 hours</i>		
Children's Claims: <i>reading + quiz</i>	<i>3.5 hours</i>		
National Security, Part 1: <i>reading + quiz</i>	<i>1.5 hours</i>		
National Security, Part 2 (TRIG): <i>reading + quiz</i>	<i>3.5 hours</i>		
Researching and Using Country of Origin Information (COI) in RAIO Adjudications: <i>reading + exercises.</i>	<i>1.5 hours</i>		
Firm Resettlement: <i>reading + quiz</i>	<i>1.25 hours</i>		

Topic	Time Allocated	Projected Completion Date (MM/DD/YY)	Initial & Date Upon Completion (MM/DD/YY)
Discretion: <i>reading</i>	<i>30 minutes</i>		
Decision-Making: <i>reading + exercise</i>	<i>1.5 hours</i>		
Interview Observation: <i>observation + complete form</i> *(HQ-located staff to observe at ZAR-ZAC – includes 1 hour for return travel to HQ if needed; Refugee Officers will watch a recorded refugee interview; other sites determined by Divisions)	<i>2 to 4 hours*</i>		
Well-Founded Fear Documentary: <i>viewing + exercise/discussion</i>	<i>3 hours</i>		
RAIO Library: Click here to view the webinar [PW: <input type="text"/>	<i>1 hour</i>		
Office of Security & Integrity (OSI) and Significant Incident Reporting: click here to view the webinar [PW: <input type="text"/>] & here for the PPT	<i>1 hour</i>		
End of Course Feedback	<i>15 minutes</i>		

(b)(7)(e)

RAIO CT Distance Training Syllabus and Attestation Forms – Revised: June 2019

Page 4 of 6

RAIO CTP DISTANCE TRAINING MIDPOINT ATTESTATION

I hereby attest by my signature below that approximately half (or 40 hours) of the RAIO CTP Distance Training assignments, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Distance Training guidelines.

 Printed Name of Training Participant

 Signature of Training Participant Date (MM/DD/YY)

I hereby attest by my signature below that the above-named officer has been allotted the required time to complete approximately half (or 40 hours) of the RAIO CTP Distance Training lesson units, according to the requirements of the RAIO CTP Distance Training guidelines, and I have reviewed the syllabus of the above-named officer to confirm their progress.

Training Officer or Supervisor – Printed Name and Title

Training Officer or Supervisor – Signature Date (MM/DD/YY)

RAIO CT Distance Training Syllabus and Attestation Forms – Revised: June 2019

Page 5 of 6

RAIO CTP DISTANCE TRAINING COMPLETION ATTESTATION

I hereby attest by my signature below that all of the RAIO CTP Distance Training assignments, initialed and dated in the preceding pages, have been duly completed by me according to the requirements of the RAIO CTP Distance Training guidelines.

Printed Name of Training Participant

Signature of Training Participant Date (MM/DD/YY)

I hereby attest by my signature below that the above-named officer has been allotted the required time (approximately 80 hours) to complete of all of the RAIO CTP Distance Training lesson units, according to the requirements of the RAIO CTP Distance Training guidelines, and I have reviewed the syllabus of the above-named officer for completeness.

Training Officer or Supervisor – Printed Name and Title

Training Officer or Supervisor – Signature Date (MM/DD/YY)

RAIO CT Distance Training Syllabus and Attestation Forms – Revised: June 2019

Page 6 of 6

RAIO DIRECTORATE OFFICER TRAINING HANDBOOK

Information for new officers, managers, support
staff, and training staff

December 18, 2019

This handbook provides information for students (“participants”), managers, support staff, and training staff to help new officers prepare to attend the RAIO Directorate Officer Training. It should be read in conjunction with the memorandum issued by the RAIO Training Chief prior to each course, which gives additional information about the courses that comprise the RAIO Directorate Officer Training, and additional requirements.

Letter to New Officers at RAIO from the RAIO Training Staff

Congratulations on being selected to your new position and welcome to RAIO and the Asylum Division! This handbook, along with the student memorandum provided prior to the training, will provide you and the managers, support staff, and training staff with an informative guide to help you prepare for, understand the expectations of, and make the most of your training experience.

The RAIO Directorate is committed to providing you quality training that will prepare you to fulfill your duties as an officer at RAIO and achieve USCIS' critical humanitarian missions. The training that you will receive is extensive and in-depth; this investment in training reflects RAIO's commitment to you, a valued employee who will assist in achieving our critical mission. The training for new officers at RAIO consists of two components: a combined RAIO Directorate component (RAIO-CTP) that all new officers attend and a division-specific component (with a few exceptions; see Training Attendance Requirements). The training will consist of the following components:

- RAIO Directorate (RAIO-CTP) Combined Distance and Remote Training, which will occur in the home office, and consists of a combination of pre-recorded and live webinars, exercises, and exams;
- Asylum Division (ADOTP) Distance and Remote Training, which will occur in the home office and consist of a combination of pre-recorded and live webinars; and
- Asylum Division (ADOTP) Face-to-Face training, which is a residential training conducted in a formal classroom setting at the Federal Law Enforcement Center (FLETC) in (b)(7)(e)

The main goals of the RAIO CTP are to ensure consistency in adjudications across the RAIO Directorate, to increase efficiencies, and to avoid redundancies in training. In addition to learning the subject matter of the course, the ADOTP residential training provides a unique opportunity for you to meet and get to know your RAIO colleagues from other offices—colleagues with whom you may work in the future and to whom you may turn for information and support. Your ability to develop positive relationships with your RAIO colleagues will help you greatly in your career with RAIO and beyond.

During RAIO CTP, you will learn about the laws, policies, and procedures relevant to the core RAIO mission; you will learn the information, skills, and hands-on procedures specific to the Asylum Division during the Asylum Division Officer Training Program (ADOTP). If, later in your career, you transfer to another division within RAIO, generally, you will be required to attend only the division-specific training component of the division to which you are transferring; unless you fall outside specified timeframes, you will not attend the RAIO CTP again.

The courses you are about to attend are very rigorous and will demand your full attention and participation. The training staff at RAIO is dedicated to helping you get the most out of the training that you can, and you can turn to us for any concerns you may have. We want to make your training not only useful in preparing you for your challenging and critical work, but also a

rewarding, positive experience in your development as an officer at RAIO and as a U.S. government public servant.

On behalf of everyone on the training staff at RAIO HQ and Asylum HQ welcome to the RAIO training courses! We are looking forward to working with you.

Table of Contents

1. RAI0 TRAINING FOR NEW OFFICERS – OVERVIEW.....	5
2. CODE OF CONDUCT	7
3. ATTENDANCE REQUIREMENTS / LEAVE.....	7
Work Schedule and WebTA Arrangements	7
Attendance and Leave.....	8
Requesting Leave.....	9
Inclement Weather and Emergency Preparedness.....	9
National Security Information (NSI) Initial Indoctrination Briefing.....	9
Office of Personnel Management (OPM) Background Investigation Interview	10
4. DEFERMENT FROM THE RAI0 DIRECTORATE OFFICER TRAINING	10
Deferment Policy	10
Requesting a Deferment.....	10
5. ENTERPRISE COLLABORATION NETWORK (ECN)	11
6. ACCESS TO COMPUTER DATABASES AND E-MAIL	13
7. HOME OFFICE TRAINING RESPONSIBILITIES.....	13
8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION 14	
Travel Authorizations	14
Funding Codes	15
Scheduling your flight and making arrangements with the FLETC	16
Creating Student Travel Authorizations	18
FLETC Self-Registration Process.....	20
9. ACCOMMODATION REQUESTS.....	22
Reasonable Accommodations.....	22
Religious Accommodations	23
Special Accommodations.....	23
10. DISTANCE TRAINING	24
Relationship between the DT and the Remote RAI0 CTP.....	24
11. FACE-TO-FACE TRAINING.....	25
Registering at the FLETC	25
Schedule.....	25
Materials	25
Completion Requirements / Participant Evaluation / Participant Certification Statement	26

Participant Conduct and Dress Code	28
Use of Computers while at the FLETC.....	29
Non-Fraternization.....	30
Medical Emergency Procedures during Face-to-Face Courses	31
12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING.....	31
13. INFORMATION ABOUT THE FLETC TRAINING FACILITY	31
Housing.....	32
Meals.....	32
Transportation at the FLETC	33
Visitors.....	33
The FLETC Health Unit	33
Counseling and Other Services.....	34
Recreational Activities.....	34
Outside Calls.....	34
Mail.....	35
FLETC Security.....	35
For Additional Information.....	35
14. DHS ANTI-HARASSMENT POLICY	35

1. RAIO TRAINING FOR NEW OFFICERS – OVERVIEW

The training for new officers at RAIO is titled the RAIO Directorate Officer Training Program. It consists of a combined RAIO Directorate component that all new officers attend and division-specific components attended by officers from those divisions (with a few exceptions; see below). The combined training program resulted from a broader RAIO restructuring effort to create a more cohesive and integrated directorate and, as such, covers topics that officers from all three divisions need to know. The division-specific components address topics that officers who perform the adjudications of that division need to know to conduct their specific duties, such as division-specific casework, policies, and procedures.

All new Asylum Officers attend:

RAIO Combined Training Program (RAIO CTP)

- Distance (DT) and Remote Training:
An approximately 145-hour Distance & Remote training that new officers complete while in their home offices. This includes pre-recorded and live webinars. (Note: In addition to the 145 hours of RAIO CTP DT/Remote, ASM has additional DT/Remote days: + 39 hours).
- As part of RAIO CTP Distance & Remote Training, time is included for Officers to observe both Affirmative and APSO interviews.

Asylum Division Officer Training Program – ADOTP:

- The Asylum Division Officer Training Program – ADOTP consists of a roughly 39-hour combined Distance and Remote Training in the officer's home office, including pre-recorded and live webinars.
- There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in (b)(7)(e)

Officers attend the RAIO CTP and ADOTP, except in certain circumstances for individuals who are exempt. Information about who attends which courses is outlined in the Training Requirements Chart, found on the RAIO Training ECN site.

The RAIO CTP and ADOTP comprise a rigorous training program. Training materials consist of modules that include lesson plans, numerous accompanying memoranda, articles, precedent Board of Immigration Appeals, Federal, and Supreme Court decisions, and other materials. The courses are taught by experts from the RAIO divisions, other government agencies, and several non-governmental entities.

Time is given during the Distance Training (DT) for participants to read RAIO CTP lesson plans and certain division-specific materials. Given the intensive schedule once the remote and Face-to-Face residential courses begin, it is required that participants read the training materials prior to the beginning of remote training and complete the requisite attestations. Officers who have

attended RAIO and division-specific basic training courses in the past have stressed the importance of reading course materials before receiving instruction on the training materials.

The lesson plans are available on the ECN at: (b)(6)

Other Helpful Tips for preparing to attend the RAIO CTP and ADOTP:

- Observe interviews (where possible)
- Practice note-taking and drafting assessments of interviews you observe and compare with decisions prepared by senior officers (where possible)
- Read decisions prepared by senior officers
- Bring to the Face-to-Face trainings any interview and decision-making/writing tools used in your office
- Polish your typing and computer skills in advance of the training

Participant Feedback

RAIO considers participant input and feedback received throughout the courses as essential to the success of future training programs and incorporates such feedback into the development of RAIO training courses. The current courses have been shaped in part by feedback from officers who attended earlier courses. Participants are therefore expected to provide honest and constructive feedback about topics including, but not limited to, the overall management of the course, materials, instruction, and the training venue.

Key to abbreviations used in this document

Note: RAIO and the FLETC have different designations for the same courses. Please pay attention to the highlighted sections below and use the appropriate FLETC course name and number when communicating with the FLETC officials.

ADOTP	Asylum Division Officer Training Program (terminology used by the USCIS RAIO Directorate)
USCIS ADOTP	Asylum Division Officer Training Program (official course name used at FLETC; <u>participants should use this name and corresponding course number when communicating with FLETC officials</u>)
DT	Distance Training (conducted in home office)
F2F	Face-to-Face training: term used to indicate in-person, residential training
FLETC	Federal Law Enforcement Training Center

RAIO CTP	RAIO Combined Training Program (terminology used by the USCIS RAIO Directorate)
REMOTE	RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

2. CODE OF CONDUCT

(b)(7)(e)

Professionalism and respect are integral components to the collective success at training. Per the FLETC Student Handbook, "you must be constantly aware that your behavior both at FLETC and in the local community is reflective not only of yourself, but also of the Federal Government, the FLETC and the agency that you represent and work for. Model conduct is particularly important in your dormitories, where the right of others to an environment conducive to study and rest is paramount. Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, to include dismissal from training."

The FLETC Handbook outlines important aspects of inappropriate conduct in the classroom, such as, "sleeping, eating, the use of ear buds, the use of tobacco products, talking on cell phones, and reading of non-training related material is strictly prohibited in the classroom. Prior to a classroom lecture or during an authorized break, any student who wishes to make an actual telephone call must exit the classroom and hallway so other students are not disturbed. Students can use unoccupied breakout rooms or go outside to make phone calls. Once a lecture begins and/or resumes, all electronic devices, unless being used to take notes or view course material, must be completely turned off and stored out of view. Non-alcoholic drinks may be permitted in the classroom, provided the beverage containers have a lid. Certain training locations, such as computers labs, may prohibit beverages."

As outlined in the RAIO Combined Training Program Student Honor Code, all students are responsible for reviewing the FLETC Student Handbook. Information pertaining to "Standards of Conduct" begins on page 8.

3. ATTENDANCE REQUIREMENTS / LEAVE

Work Schedule and WebTA Arrangements

Typically Officers will work a standard 8 hours day/5 days per week work schedule while in training status. However, due to operational and other considerations, office leadership may permit Officers to retain an Alternative Work Schedule (AWS) during the DT, as long as such an arrangement is approved by the Asylum Office Director/Deputy after taking into account relevant factors. All officers are expected to participate in any live sessions scheduled during the DT and must plan their work hours to allow sufficient time to be present for all exams, any scheduled live webinars, and any required DT training sessions/meetings, if applicable.

All employees attending ADOTP F2F residential training are considered to be in training status and are required to work a basic work schedule (8 hours per day, 5 days per week, fixed arrival

and departure times). Note: On at least three days of the F2F ADOTP, mock interviews will take place and students will be on a sliding schedule that could start as early as 7:00am and end as late as 7:00pm. On mock interview days, all students will work 8 hours to accommodate their scheduled mock interview grouping. If a participant is normally on an AWS, the AWS is suspended for the duration of the Face-to-Face trainings, beginning on the first day of the pay period in which the Face-to-Face training begins. To determine when an employee's AWS schedule will resume upon return from training, the employee should check with the local office. Prior to beginning the ADOTP Face-to-Face training, participants who are currently on an AWS must inform their local timekeeper that they will be changing their work schedule to a basic work week.

Note: Employees attending this training are not authorized to receive premium pay in the form of overtime or comp time. Please see OPM's Training Policy Handbook: Pay of the Employee.

Attendance and Leave

The attendance and leave policy begins with the first day of the RAIO CTP DT/Remote component and continues for Asylum Officers through the end of the ADOTP Face-to-Face training. This policy follows USCIS Academy guidelines on leave while in training status. Participants may accumulate no more than four and a half days (36 hours) of absences from the start of the DT/Remote component of the RAIO CTP and throughout the duration of ADOTP.¹ Officers are highly encouraged to conserve some of the leave ceiling for potential use during Face-to-Face training in case of unexpected illness/absence. Absences in excess of this ceiling will result in the participant's failure to complete the requirements of the course and will require the participant to retake the entire course.

Annual leave will not be granted while participants are attending the DT/Remote or F2F training, except under exceptional circumstances when both the Training Chief for the designated course and the relevant division supervisor, for Asylum, (the Asylum Office Director or Deputy Director) agree that the leave request is reasonable and should be approved. Annual leave cannot be taken during multiple choice and mock interview exam hours; exams cannot be taken at alternate times and will not be rescheduled. Leave on days of practice mock interviews is highly discouraged; practice mock interviews will not be rescheduled and cannot be made up.

Sick leave will be granted as required and is counted toward the four and one half days (36 hours) total allowable leave. Participants who miss class due to illness during the F2F components at the FLETC must inform the training staff and should report to the FLETC Health Unit.

Participants who are late for class must take annual leave for the time they are out of the classroom, and must send an email to their first line supervisor informing him/her of the leave and copy the Classroom Coordinator for the relevant course. Failure to do so may result in disciplinary action.

(b)(7)(e)

¹ The FLETC Student Handbook may indicate a different leave policy; however, RAIO follows USCIS Academy policy on leave.

Requesting Leave

Participants who need to take leave during the RAIO CTP DT/Remote component or the ADOTP DT/Remote or F2F component must do the following:

1. Discuss the leave request with office leadership, considering the information in this handbook and weighing the purpose for the leave with the implications of missing portions of the training. Please be aware that class sessions will not be repeated or otherwise available for those who are absent during training. Participants are nevertheless responsible for the materials covered, some or all of which may be included on the examinations.
2. If office leadership approves the leave request, the participant must forward the approval of office leadership, as designated above, to:
 - the Asylum Division Training Chief; and
 - the Asylum Division Training mailbox.
3. The Asylum Division Training Chief, and/or the Asylum Division Training Coordinator will review the dates requested with the course schedules to determine whether the leave request could impact the participant's ability to successfully complete the course and will discuss any issues with your office leadership.
4. Once that leave has been formally approved through established channels, please notify (CTR) for record keeping purposes.
(b)(6)

The Asylum Training Chief and/or the Asylum Division Training Coordinator will communicate to the office Director and Training Officer, who in turn will communicate to the officer whether the leave request has been approved.

Inclement Weather and Emergency Preparedness (b)(7)(e)

For information about emergency preparedness at the FLETC in please visit the FLETC website. Training staff in will assist with coordinating a response in the event of any emergency.

Additionally, when forecasts indicate that a catastrophic occurrence or impending disaster (e.g., hurricane, forest fire) will affect a specific geographic area, RAIO, with concurrence of the USCIS Director, may proactively identify these areas and notify affected students that emergency leave is an option to consider. In those circumstances, students from the impacted areas will have the option of going home to prepare or care for their families and/or property. While RAIO will reimburse the travel expenses for that return in accordance with USCIS travel policy, air travel must still be arranged through the government contractor.

National Security Information (NSI) Initial Indoctrination Briefing

The Office of Security and Integrity (OSI)/Personnel Security Division may email participants indicating that the participant is required to attend a National Security Information (NSI) Initial

Indoctrination Briefing within 15 days to complete the requirements for the employee's security clearance. If you receive such a notification, and it conflicts with the Face-to-Face trainings, contact your supervisor, the Division mailbox, and the Division Training Chief right away. The Division Training Coordinator will arrange to defer your attendance at the NSI Initial Indoctrination Briefing until after your Face-to-Face training has concluded and you have returned to your office. If you receive the notification prior to the start of RAIO Directorate Officer Training, it is recommended that you complete the briefing in advance of the training, with the concurrence of your local office. Participants are not permitted to miss portions of the RAIO CTP Face-to-Face or the division-specific Face-to-Face trainings to complete the NSI Initial Indoctrination Briefing.

Office of Personnel Management (OPM) Background Investigation Interview

OPM may contact participants during the RAIO CTP or ADOTP portion of the training requesting to schedule an interview with OPM at a time that is convenient for the employee. Participants are not permitted to miss any portion of the RAIO CTP Remote or Asylum Division Remote or Face-to-Face training to interview with OPM. The OSI/Personnel Security Division has informed RAIO that participants can schedule the interview after they have completed the training and returned to their home office.

4. DEFERMENT FROM THE RAIO DIRECTORATE OFFICER TRAINING

Deferment Policy

All newly onboarded officers are expected to attend the soonest available RAIO CTP and ADOTP. In exceptional cases, an employee may need to request a deferment from their RAIO Directorate Officer Training class. Exceptional cases are those found within the Family Medical Leave Act, such as: birth or adoption of a child, care for an immediate family member with a serious health condition, or serious health condition of the employee.

Additionally, consideration may be given for personal reasons such as child care issues or situations where the employee has pre-approved leave and has already committed funds for an activity that will occur during the training dates, as annual leave in excess of three days is not authorized while in training status. Examples of these activities may include professional examinations such as the Bar Exam, non-refundable vacations, weddings, etc.

If a deferment is granted, it is expected that the participant will attend the next available RAIO Directorate Officer Training class. If the deferment is not granted, it is expected that the participant will attend the class as originally scheduled.

Requesting a Deferment

The procedures for participants to request a deferment from any component of the RAIO Directorate Officer Training are as follows:

IMPORTANT NOTE: Because there may be sensitive information included in deferment requests, deferment requests should only be sent to those with a “need to know” who are listed below.

1. The participant discusses the deferment request with local office leadership, considering the information in this handbook and weighing the purpose for the deferment with the implications of missing the training.
2. The participant submits a written request detailing the reasons for the deferment request, along with any supporting documentation, through local chain-of-command.
3. If the Asylum Office Director or Deputy Director approves the request at the local level, then he or she makes a written request to the Asylum Chief and Deputy Chief, copying the Asylum Training Chief (and his/her designee) and the RAIO Training Chief (and his/her designee). (Please contact the division Training Branch Chief and the RAIO Training Chief to find out who their designees are, if any.)

The request must include:

- The officer’s request for the deferment and any supporting documentation;
 - Local leadership’s (ASM POC’s enumerated above) statement of approval of the request; and
 - Local leadership’s statement as to why approval of the request is “in the best interest of the government.”
4. The Division Chief or Deputy Chief reviews the request and, if he or she concurs with local leadership’s approval, forwards the request for deferment with his/her concurrence to the RAIO Training Chief for final determination, copying the division Training Branch Chief.
 5. The RAIO Training Chief approves or denies the request for deferment and advises the Division Chief and Deputy Chief of the decision, copying the division Training Branch Chief. If the decision is to deny the request, the RAIO Training Chief provides an explanation of the reason for the denial.
 6. The Division Training Chief, in conjunction with the division leadership, communicates to local leadership the decision on the deferment request. Local leadership will then inform the officer of RAIO leadership’s determination to approve or deny the deferment request.

5. ENTERPRISE COLLABORATION NETWORK (ECN)

Participants will use the ECN regularly before and during their training. No later than five business days after entering on duty at the home office, participants **MUST** complete their RAIO CT Student Information Questionnaire and click on the Save button on the top left corner of the page to upload the completed questionnaire to the ECN. Completing the questionnaire allows for

an individual participant “dropbox” to be created in the ECN, where participants will post information, documents, and assignments prior to and during the DT, Remote, and the Face-to-Face trainings. Instructors and training coordination staff use the student questionnaires to become familiar with the class composition, prepare for practical exercises, and prepare course completion certificates.

Sites have been created on the ECN specifically for use during the training by participants and instructors. While anyone with a working USCIS email address can access RAIIO Training Modules and Division Lesson Plans on the [RAIO Training ECN site](#), the ECN site for specific Face-to-Face training courses is only available for participants who are assigned to that course; however, the site will not be accessible until participants have been registered for a particular training course.

Once participants are registered to their assigned course, they will be able to use their Remote and Face-to-Face class sites to access course materials, read biographic information about course instructors, review the weekly course schedule, upload assigned work, and access other training materials.

A separate ECN site is used throughout the DT, and is available for all officers as they begin the DT component of the RAIIO CTP. Instructors will use these ECN sites to provide participants with information and materials, and to collect participants’ written exercises completed during the DT, Remote, and Face-to-Face trainings.

If possible, participants should familiarize themselves with the ECN prior to the start of the RAIIO DT. For example, participants can peruse the [RAIO Training home page on the ECN](#) and review this [ECN Skills PowerPoint](#). Participants can also learn how to navigate to their personal dropbox and upload documents to it. Having a clear understanding of how to navigate the ECN and how information will be viewed and uploaded in advance of the DT is helpful. In addition, optional webinars may be offered intermittently or as recordings, to assist participants in understanding how to access and use the ECN.

The ECN link to your course site will be provided via email prior to the start of the course.

NOTE:

Because of the limited capacity of the ECN dropboxes, the materials that participants upload to their ECN dropboxes during the DT, Remote, and Face-to-Face courses will be deleted from the dropboxes after the completion of the respective division training courses. This will be done sometime after 30 days after the end of the course. Participants are personally responsible for saving any work they wish to retain for their records.

Participants are strictly forbidden to share materials obtained or written work completed during the training with colleagues in the class and/or with participants who will attend future courses. **Participants’ notes, written assessments, and other materials specifically associated with the final mock interview exam and final written assessment exam must be deleted at the time the instructor advises.** Unauthorized retention or sharing of examination material may be cause for disciplinary action.

6. ACCESS TO COMPUTER DATABASES AND E-MAIL

Prior to attending the RAIO Division Officer Training Program, all participants must have passwords for, and be able to log into, the systems listed below.

- Outlook / E-Mail
- Westlaw: Participants must have access to Westlaw because the case law cited in the training materials is linked to Westlaw.

(b)(6) (b)(7)(e)

For access to Westlaw: Asylum participants – Contact your local office POC. If your office does not have a Westlaw POC, contact the Asylum training mailbox:

Division Training Coordinators: Please advise RAIO Training if a participant will not have access to the required computer databases and/or e-mail (for example, in the exceptional event that a participant EODs after the RAIO CTP deadlines).

7. HOME OFFICE TRAINING RESPONSIBILITIES

Participants are required to complete the below-listed course(s) online at the home office PRIOR to starting the DT component of the RAIO CTP. Some of these courses can be accessed in PALMS (the USCIS online learning system) at If any participants have difficulty accessing PALMS, they should contact the USCIS Service Desk at

- Computer Security Awareness Training in PALMS
- DHS Travel Card Training in PALMS

Participants must complete this training prior to being issued a credit card.

Officers who are scheduled to attend an upcoming training at FLETC but do not yet have an active PALMS account to complete the required travel card trainings, should create their travel authorization in Concur using the CBA (Centrally Billed Account) for airfare and transaction fees, and either request a cash advance in Concur for all other approved expenses, or use a personal card to complete their travel authorization.

- Concur Travel System (no training currently required)

Participants must update their profile in the Concur travel system before making any reservations. To learn more about the Concur travel system please review the [Concur-Travel-System-User-Guide](#) and visit the [Travel Section of the Financial Management Division \(FMD\) website](#).

If you are logged into the USCIS Network with a PIV card, then you can immediately access Concur from “Employee Shortcuts” on the [USCIS Connect Home Page](#) or by selecting the Concur Travel System button in the [Travel Section of the Financial Management Division \(FMD\) website](#). You will then be automatically logged in to Concur.

NOTE: Computer word processing will not be taught at the RAIO CTP or the division specific courses. Participants should have basic computer and word processing skills prior to attending the RAIO CTP and ADOTP. If a participant desires additional computer training, basic computer tutorials can be found in PALMS. For more information about accessing and navigating PALMS please visit: (b)(7)(e)

Asylum Officers must complete additional actions, including necessary pre-requisite training, to obtain access to the computer systems designated in the section above, ACCESS TO COMPUTER DATABASES AND E-MAIL.

Home offices are requested to compile completion information for each participant for all of the courses listed above. Please send an email to Asylum Training Coordinators to confirm the names of participants who have completed all requirements. This information must be received no later than COB, two weeks prior to the start of the RAIO CTP Remote training. In addition, for Asylum Officers, home offices must note which, if any, participants have been in-house certified.

8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the [Concur Travel System User Guide](#) to learn how to create authorizations in the [Concur](#) system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students at least two weeks before the funds are needed:

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office’s students
- to:
- RAIO Travel () , and (b)(6)

- at the RAIO Resource Management Branch.

(b)(6) (b)(7)(e)

Funding Codes

So that training costs can be tracked easily,

- Students traveling to the FLETC use a specific RAIO funding code for each office; and
- Instructors use a central RAIO-HQ funding code.

Please use the following codes:

- Purpose Codes for all Students and Instructors:
- Funding Codes for Student Participants: Important: These codes are to be used by the student participants. Example: If you are a student participant with Arlington Asylum, you will use the ZAR Accounting String, etc.

So that training costs can be tracked easily, participants (students) must use the below listed RAIO funding code for each office; instructors will use a central RAIO-HQ funding code (see below). The designated unique funding code must be used for all travel authorizations related to the RAIO CT and division-specific courses. New officers should review RAIO Travel’s Concur User Guide to learn how to create authorizations in the Concur system.

Arlington	ZAR / ZAC
Chicago	ZCH
Houston / New Orleans	ZHN / ZOL
Los Angeles	ZLA
Miami	ZMI
National Asylum Vetting Center	ZGA
Newark / Boston	ZNK / ZBO
New York	ZNY
San Francisco	ZSF
HQ-Refugee	RAD
HQ-Asylum	ASY
HQ-International Ops	IO



- Funding Code for Instructors, Facilitators: Important: The code below is to be used by the instructors, facilitators, and invitational speakers.

(b)(6) (b)(7)(e)

Instructors, facilitators,
invitational speakers

Scheduling your flight and making arrangements with the FLETC

Participants should make their own travel arrangements following local office procedures and according to USCIS policies. See

All student participants traveling to the FLETC, including those driving, must call the FLETC’s Transportation Office at [redacted] as soon as transportation plans are firm and no later than five (5) business days prior to class commencement to advise of time and place of arrival. Please reference the FLETC course name and number (i.e., USCIS ADOTP#) when communicating with FLETC officials. The FLETC will schedule, if needed, appropriate ground transportation between nearby commercial terminals and the FLETC. Students who do not call will not be guaranteed transportation to FLETC.

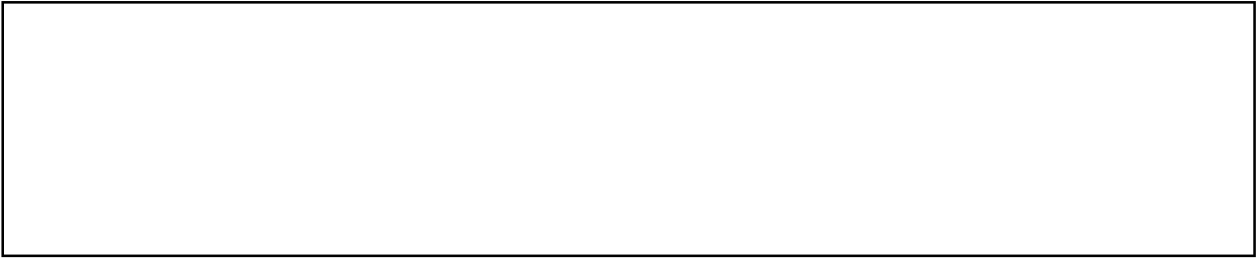
- o Participants Traveling by Air: Participants have an option of flying into airports in:

[redacted] USCIS travel policy requires that the method of transportation selected be the most economical available. Traveler convenience does not justify using higher cost transportation. See:

[redacted] Participants must consider these policies when making their travel plans. Because transportation from the airport to the FLETC is only scheduled twice per day, participants should time their flights, when possible, to avoid lengthy waits for transportation to or from the airport.

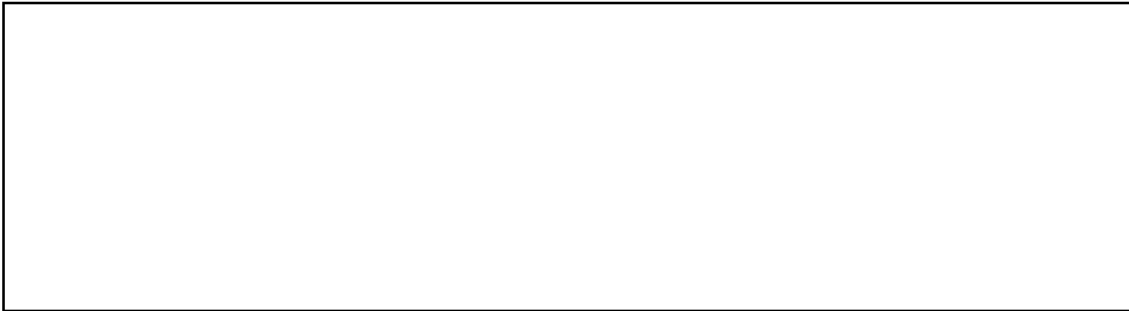
Ground Transportation from the airport to FLETC: FLETC provides ground transportation from all three airports. Pick-up times are:

From [redacted]
- [redacted]
- [redacted]



Ground Transportation from FLETC to the airport upon course completion: FLETC provides transportation airports.

Departing flights should not be scheduled prior to 9:00am. Pick-up times are:



Please see the FLETC website for more details.

Because ground transportation is provided by the FLETC, participants will not be authorized funds for a taxi or other transportation service from the airport to the FLETC, unless there are extenuating circumstances. Participants who believe they have an extenuating circumstance must obtain approval from their supervisor and local office Deputy or Director to take a taxi or other transportation service between the airport and the FLETC, copying the RAIO Training mailbox on the request and approval.

- Participants Driving to Participants traveling by privately owned vehicle (POV) must present a “Cost Comparison Worksheet” to their local office approving official, before completing the travel authorization, to determine which method of transportation is in the best interest of the Government. See: 2014-06-Ask-PoP-Live-Traveling-by-a-Mode-of-Trans-Different-than-the-Authorized-Mode. This cost comparison must be uploaded to the Travel Authorization as supporting documentation, prior to approval and funding of the Travel Authorization.

Information about driving to the FLETC can be found on the FLETC website. Participants traveling by POV will need to check in and register their vehicle at the FLETC Visitor Center upon arrival. To register a vehicle, participants must submit a valid driver's license, vehicle registration, and proof of insurance.

Parking for participants is available in dormitory parking lots at the FLETC. Participants who bring a POV are expected to abide by the FLETC's traffic and parking regulations. All students housed on-center must either walk or utilize the FLETC transportation while on-center. Participants can find more information about transportation and the use of POVs while at the FLETC in the FLETC Student Handbook Facility found here.

Participants who are driving a POV to the FLETC will be authorized mileage from their home to the FLETC limited to the amount of the constructive cost, which is the cost of the airfare plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable. According to USCIS Policy. See: (b)(7)(e)

Chapter 3. Section 3.3, Part 3.3.4, 5.6: Travel by a Mode of Transportation Other than the Authorized)

5.6.1 When traveling by a mode not in the Government's interest, the selected mode should not be referenced in the travel authorization, although the employee may engage in such mode for personal reasons.

5.6.2 If an employee seeks to travel by an alternate mode, a cost comparison must be done and submitted to the supervisor or authorizing official. The comparison will show the costs for the government authorized mode of transportation compared with the employee's suggested mode of transportation. Airfare cost comparisons must be based on the lowest contract fare available.

5.6.3 Regulations require that all costs in excess of those incurred for authorized official travel, resulting from personal preference, be borne by the traveler, not the Government. (FTR 301-10.6 & 10.8)

5.6.4 An employee who, for his or her personal convenience, travels by a mode of transportation other than the authorized must show on his or her expense report the actual expenses incurred. The expenses incurred will be reimbursed, but limited to the amount of the constructive cost, which is the cost of the authorized method of transportation plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable.

- A Note about Student-Initiated Travel Outside of Official Travel Days: ADOTP F2F is a residential training and, while participants are permitted to travel on weekends, they will only be reimbursed for travel expenses for one total round trip from their home to the FLETC, as noted above. The FLETC will not provide shuttle transportation to and from the airports outside of arrival for the course and departure at the end of the training program.

Creating Student Travel Authorizations

- **Daily Transportation:** Generally, rental cars are not authorized for participants while attending the training. Participants will be living and attending class at the FLETC so there will be no need for them to travel to and from the FLETC on a daily basis. In the event that the FLETC assigns housing in a hotel off-site, then the FLETC will provide bus transportation to and from the FLETC and hotels where students are housed. Public transportation is not available from the FLETC to the surrounding community; however, participants can avail of the FLETC shuttle service to local shops and restaurants, and for

special trips set up by the FLETC. The FLETC shuttle details, such as the times and pick-up locations, will be provided when participants check in at the facility.

- **Baggage:** When making travel arrangements, be aware of the checked baggage charge policies of the airline. Since the training site has laundry and dry cleaning facilities available, travelers are limited to two pieces of personal checked luggage for reimbursement, not to exceed the airline weight limitations. Additional cost due to excessive weight or extra pieces of luggage are not authorized. If it is anticipated that excess baggage charges will be incurred, participants should discuss and gain clearance in writing from their office chain of command for these additional charges ahead of travel. Training materials participants want to bring to FLETC should not be included as excess airline baggage, but should be sent via UPS or FedEx to:

FLETC

Student Name

FLETC course title and number (i.e., USCIS ADOTP#)

(b)(7)(e)

Boxes sent to the FLETC via UPS or FedEx may be picked up at the U.S. Post Office at the FLETC. Students are responsible for collecting their boxes from the Post Office and transporting them to their room or a locker. Any FOUO materials shipped to the FLETC cannot be left unattended in the classroom and must be protected from unauthorized disclosure.

- **M&IE:** Participants receive \$5.00 M&IE per day for the duration of the training rather than M&IE based on location, unless approved as part of a reasonable or special accommodation. On travel days, they receive M&IE per regular procedures. Participant meals, including weekend meals, are provided at no additional cost to the participants in the FLETC cafeteria, unless a meal waiver has been approved as part of a reasonable or special accommodation. Meals are not provided by the FLETC on travel days.
- **Housing:** As noted below under "Accommodation Requests," lodging is arranged by the FLETC and will not be included on participants' Travel Authorizations, unless a housing waiver and alternate non-FLETC housing has been approved as part of a reasonable or special accommodation.
- **Rental Cars:** Rental cars and taxis for use to and from the FLETC are not authorized for participants, unless these are part of an approved reasonable or special accommodation (see "Daily Transportation" above) or they are deemed to be a "designated driver" as explained immediately below:

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the Division training teams are not informed of housing until, at most, a few days

before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

- Phone Call Allowance: Participants are to follow normal policy regarding phone calls while on government travel. For details about USCIS policy on phone call allowance, please see:

[redacted]

(b)(7)(e)

[redacted]

page 9.

- Laundry: Participants are entitled to up to \$30 per week for laundry and dry cleaning expenses once they have been in travel status for four days. Receipts are required to voucher for this expense.

FLETC Self-Registration Process

Effective April 1, 2019, FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does not replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend ADOTP, and the student self-registration (self-check-in) process used by FLETC:

1. The home office registers students on the RAIO ECN (per the procedures that have been in place for several years)
2. After the registration deadline, RAIO sends the name of registered students to FLETC (via the USCIS Training and Career Development Division – TCDD)
3. FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than one week before the designated travel day for the assigned ADOPT course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive. The system times out after 20 minutes, so FLETC recommends students collect needed info before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or

has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

Sample email:

(b)(6) (b)(7)(e)

From:

To: SMITH, STUDENT

Arrival Date: April 14, 2019

Training Start Date: April 15, 2019

Training End Date: April 19, 2019

Departure Date: April 19, 2019

In order to complete your registration, it is imperative that you follow the link below and complete the required registration information at least one week prior to your arrival date for FLETC training. Please ensure you enter your name and registration code exactly as they appear in this email. If your registration is not completed prior to your arrival, you may not be allowed to enter the FLETC.

Points of Contact: For all registration specific questions contact your agency training officer or representative.

If you have issues accessing or using the registration site, please contact:

Listed below are some of the fields you will need to fill out to complete registration once you access the above mentioned link. We suggest having this information available prior to beginning your Student Training Registration form. Once you begin, you will only have 20 minutes before the system times you out.

- Driver’s License Number
- Driver’s License Expiration

- Home Contact Information
- Work Contact information to include:
 - Phone
 - Address
 - Years in Current Position
- Agency Point of Contact Information to include:
 - Supervisor Name
 - Agency Address
 - Supervisor Email
- Emergency Point of Contact Information
- How you will be traveling to the FLETC
- What city you will be arriving in
- Date of arrival

Replies are not always routed to a regularly monitored inbox. If you have questions, please see contact information above.

If a student does not reply, he or she will receive a duplicate email with the following:

SECOND NOTICE - ON-LINE REGISTRATION FOR THIS CLASS MUST BE COMPLETED BY CLOSE OF BUSINESS ON _____ DATE _____.

9. ACCOMMODATION REQUESTS

Participants may require reasonable or special accommodations in order to fully participate in RAIO residential training. Accommodation requests may involve, but are not limited to, housing, classroom, dietary, transportation/mobility, or medical needs. It is important to carefully read the “Information About the FLETC Training Facility” section of this handbook to gain a full understanding of the FLETC campus and student life at the FLETC. Participants should not only consider the classroom setting when requesting accommodations, but also any needs related to housing, dining, transportation, and mobility so that all required accommodations are in place before the beginning of training and not being requested after arrival at the FLETC. Please see the [FLETC website](#) for more details.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The G-1437, Request for Reasonable Accommodation must be completed and signed by the requester, and submitted via email to the USCIS RAIO Supervisory Adjudications Officer at FLETC, [REDACTED] and appropriate members of the requester’s chain of command. Medical documentation in support of the requested accommodation may be required.

(b)(6)

Examples of reasonable accommodations include, but are not limited to:

Housing: e.g., requiring ground floor accommodations due to limited mobility, special bathroom configuration such as a walk-in shower or a bathtub, refrigerator in which to store medication, space to store a scooter or other mobility enhancing device.

Classroom accommodations: e.g., requiring seating towards the front or back of the classroom due to visual or hearing impairment, or other physical needs; requiring printed materials in a font size larger than 12pts or a personal transcriber.

Dietary: e.g., requiring a special diet for medical needs.

Medical or other condition that may impact your ability to participate fully in the course: e.g., allergies, migraines, mobility, broken bones, etc.

Religious Accommodations

Employers are required to reasonable accomodate the religious beliefs or practices of their employees unless doing so would cause more than a minimal burden on their business operations.

To request a religious accommodation, submit the details of the request and reasoning for the request via email to the USCIS RAIO Supervisory Adjudications Officer, [REDACTED] [REDACTED] and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Asylum Training Chief, the Division Chief/Deputy Chief, and RAIO directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, then it will be submitted to FLETC.

It is the responsibility of the participant to make a written request for all accommodations as soon as possible after entering on duty, and no later than six weeks before the start of residential training. It is the participant's responsibility to clearly identify the specific types of accommodation needed to allow him or her to fully participate in RAIO residential training and

(b)(7)(e)

to provide supporting documentation of that need, when possible. Adequate time is needed to consult with the requestor, FLETC [redacted] and the USCIS Office of Equal Opportunity and Inclusion (OEOI), and to procure necessary equipment or services. Participants who submit requests for accommodation later than six weeks before the training start date may need to defer until a later training session if there is not enough time to arrange for the requested accommodation.

If, after reading the “Information About the FLETC Training Facility” section of the RAIO Directorate Officer Training Handbook, any participant is unclear about whether a possible accommodation may be needed at FLETC, s/he should contact [redacted] the USCIS RAIO Supervisory Adjudications Officer at FLETC, at [redacted] to obtain further information.

(b)(6)

10. DISTANCE TRAINING

Distance Training (DT)/Remote is part of the RAIO Directorate Officer Training Course and is a guided program of study that participants complete prior to attending the Face-to-Face training. Participants remain at their home offices during the DT/Remote component and complete required readings, assignments, and webinars following the Syllabus and Completion Attestation Forms they receive via email. There are DT/Remote components to both RAIO CTP and ADOTP. Participants will receive further information on the division-specific DT/Remotes from their division.

Relationship between the DT and the Remote RAIO CTP

During the RAIO DT/Remote component, the topics covered in the Lesson Plans and recorded webinars are reinforced through practical exercises, discussions, and problem-solving activities.

It is critical that participants complete the assignments during the DT/Remote because:

- The assignments form the basis for some of the classroom discussions and activities during the Face to Face components;
- Participants will be expected to know the material and apply their knowledge during the their mock interviews at the division-specific training; and
- Participants will be tested on these topics during the RAIO DT/Remote and ADOTP trainings.

Instructors approach the DT/Remote and Face-to-Face classes knowing that the participants have acquired basic understanding of the materials; the instructors will not simply repeat the information from the Lesson Plans. Because participants will have read the materials and completed exercises, they are expected to come to class with at least a basic knowledge of the topics and be prepared to actively participate in discussions and exercises.

11. FACE-TO-FACE TRAINING

Participants from the Asylum Division attend the residential E2E training portion of ADOTP at the FLETC in

Registering at the FLETC

(b)(7)(e)

When participants arrive at the FLETC, they will check in at the Visitor Center in located outside the Main Gate. The front desk of the FLETC Visitor Center is open 24 hours a day, 7 days a week for participant check-in.

At check-in, each participant will be issued a FLETC Identification Badge and receive a housing assignment and information packet which includes a map of the campus, local information, shuttle schedule, and the building and room number where class will be held beginning the following day.

The start time will be generally 8:00 am unless students are notified otherwise. While the information packets provided by FLETC may indicate that class begins at 7:30 a.m., note that the first day of the USCIS ADOTP, will begin at 8:00 am.

As noted above, participants should refer to the training courses by their complete names which include the government agency acronym, USCIS ADOTP # ____, when dealing with the FLETC officials upon arrival and throughout the residential training.

Schedule

On the first day of each of the Remote and residential trainings, participants receive the daily course schedule with information about the topics instructors will cover each day. Participants are expected to familiarize themselves with the schedule and come to class each day prepared to discuss the materials. Each day's training modules or other assigned materials will be available on the ECN for participants to reference during class.

The RAIO CTP and division-specific components of the training are conducted Monday through Friday, excluding holidays, from 8:00 am – 5:00 pm (including one hour for lunch), unless students are advised of a different start/end time. The final training schedule, including exact class hours, will be distributed on the first day of class of each of the three training components. Due to instructor availability or other needs, there may be times when the class may begin earlier or later than 8:00 am. The Classroom Coordinator will provide advance notice to participants of any schedule change. Note that during the ADOTP, on mock interview days, the schedule will begin as early as 7:00 am and finish as late as 7:00 pm. Participants will be scheduled for an 8-hour day within this timeframe.

Materials

As noted above under ENTERPRISE COLLABORATIVE NETWORK (ECN), training materials are located on the RAIO Training ECN site.

Participants will be able to access the training materials on the ECN while at the FLETC, but they will not be given printed materials and will not be able to print extensive training materials. If any participants anticipate that they would like hard copies of the materials, they must make their own arrangements while in their home offices to print materials prior to the Face-to-Face training and have them shipped as early as possible to the FLETC at the expense of their home office (see mailing address on page 19).

Participants will be allowed to ship one box of training materials back to their home office at the conclusion of training.

Completion Requirements / Participant Evaluation / Participant Certification Statement

- Training Validation

Validation of training is required by the Uniform Guidelines on Employee Selection Procedures (29 C.F.R. § 1607) if passing a course of study is used as a basis for employment decisions (i.e., hiring). The Department of Homeland Security (DHS) validates training according to §1607.14 C. Technical Standards for Content Validity Studies identifying the knowledge, skills, or abilities necessary for successful job performance. Following these guidelines, RAIO engaged in a process to validate the training courses for new officers. This process was completed on May 10, 2013. All RAIO Combined Training courses and follow-on division-specific courses are considered validated and, as such, continued employment as an Asylum Officer, Refugee Officer, HQ Adjudications Officer, or Overseas Adjudications Officer is contingent upon successful completion of the validated training courses.

- Completion Requirements

Officers are required to complete the training in its entirety, including completing exams and all assignments.

Officers will be provided with written feedback on certain assignments over the course of their training. Officers who fail to submit their assignments in a timely manner will be contacted by the RAIO Training staff and required to provide an explanation for the delay. Depending on the situation, appropriate steps will be taken, including, but not limited to, contacting the Division Training Chief and notifying local office management.

Officers who are unable to complete or submit an assignment during the DT/Remote portion must notify the Training Coordinators for their class. Officers who are unable to complete or submit an assignment during the Remote or F2F portions must notify the Classroom Coordinators.

Officers are expected to submit written feedback/evaluations for each module and the overall course.

- RAIO CTP Exams

There will be two multiple choice exams administered during the DT/Remote component of the RAIO CTP. Participants must achieve a cumulative score (the average score of the two multiple choice exams) of 70% in order to pass the combined curriculum portion of the RAIO CTP.

- Division-Specific Exams

ADOTP: There will be one multiple choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. Participants must achieve the minimum score set by the Asylum Division in order to pass the ADOTP.

Officers must pass both the RAIO CTP and division-specific training to retain their positions. The test scores for the combined and the division-specific portions of the training are independent of one another. Thus, in order to pass the courses, participants must achieve a cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. Asylum participants must first pass the RAIO CTP before moving on to the division-specific portion of the training.

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures. If a student is unable to successfully complete the course due to unforeseen absences for good cause in excess of 24 hours during the training, the participant may be provided with another opportunity to attend and successfully complete the trainings (see section on Attendance and Leave).

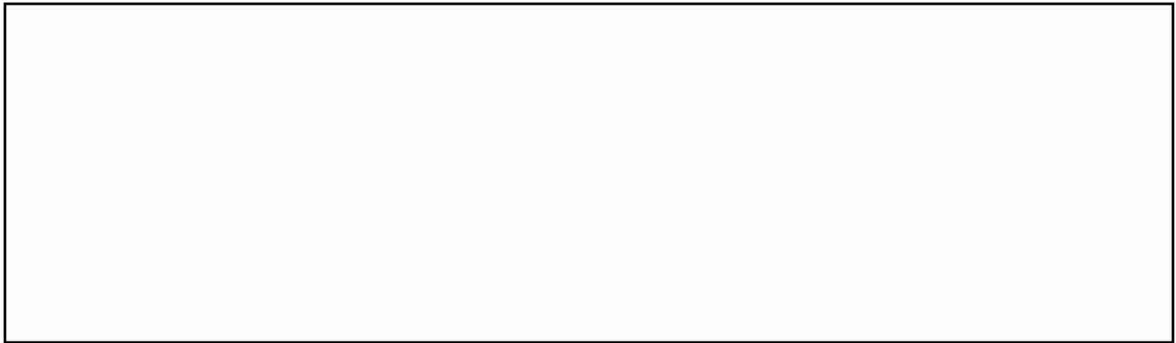
- RAIO Training Certification Statement

Participants are required to read and sign a RAIO Training Certification Statement in their home offices prior to beginning the DT, attesting to their understanding and acknowledgement of these standards and the consequences of failure to achieve these standards.

In signing the certification statement, participants attest to their understanding that, for both probationary and non-probationary officers, successful completion of the required course(s) is a requirement for the position. As noted above, there are exams during the RAIO CTP and the division courses, as detailed in the information memo and this training handbook. The test scores for the RAIO CTP and the division-specific portions of the training are independent of one another; in order to successfully pass the course(s), participants must achieve a minimum cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. See Completion Requirements above for additional information.

Participants must read and sign the RAIO Training Certification Statement and obtain their office director's signature on the Statement. After this is done, participants must:

- Scan the statement and attach the electronic document to their copy of the RAIO CTP Student Information Questionnaire; and
 - Return the original copy to the participant's office director who will place the RAIO Training Certification Statement in the participant's personnel file in their local office.
- Instructions for Attaching RAIO Training Certification Statement to Student Questionnaire
 1. Participants should go to the Student Database to find their record (it should be the only record they see).
 2. Hover the mouse over the participant's last name to find a small down arrow that will open a menu of selections.
 3. Click on "Edit Item" in the menu. (b)(7)(e)



4. The participant's questionnaire will open. Scroll to the bottom and click on the button to attach a file, which will be the last item on the questionnaire.
 5. Follow the prompts to select the file of the scanned training certification statement.
- The local training officer or division liaison is responsible for ensuring that this statement is completed prior to the DT.

Participant Conduct and Dress Code

Professionalism is a core value of the RAIO Directorate, USCIS, and DHS. This value is reflected in various core competencies in our Performance Plans and Appraisals.

Failure to adhere to the following guidance, expectations, and requirements will be treated as unprofessional conduct. The consequences of such failure may include verbal and written counseling that may be reported to division managers and could result in the participant being required to leave training, disciplinary action, or otherwise have an impact on the participant's status within the agency.

- Participants are expected to be prompt, attentive, cooperative, respectful, and courteous to fellow participants and instructors.

- Participants are required to report to class at scheduled times and to return promptly from scheduled breaks. Tardiness disrupts the learning process and is disrespectful of the other students as well as the instructors and other training staff.
- Participants are prohibited from using cell phones or other similar electronic devices in class, and are not permitted to text or surf the internet during class. Cell phones and personal electronic devices are to remain off the employee's desk or work area. Regular breaks will be provided during the training day during which the employee may make calls or check messages if needed. It is recommended that the employee provide the contact information for the training coordinators and the facility for emergency purposes to personal contacts (i.e., family, school, etc.).
- Participants are to wear appropriate attire, consisting of business casual or dress apparel as dictated by the activities of the course. Jogging suits, jeans, tee-shirts, shorts, tank tops, flip-flops, sneakers, and similar leisure wear are not authorized as attire to be worn while participating in course activities. Participants may be required to wear appropriate business professional attire for certain class activities, for example, for the class photo, at graduation, for special guest speakers, and during certain mock interview exercises. Also note that the FLETC requires participants who use the Physical Training Complex (the gym) to wear FLETC-issued workout clothing (note: you may wear your own spandex clothes under the FLETC-issued workout clothing).
- Participants should not share information between the courses. Running concurrent RAIO CTP courses allows participants to create strong working relationships with officers throughout the directorate. However, requesting or sharing information about the exams is prohibited.

Use of Computers while at the FLETC

- Laptop Use during Training

All participants will use laptops during the DT/Remote and F2F trainings. Students should be issued laptops in their home office to bring with them to the FLETC.

Throughout the DT/Remote and F2F course, participants will need to download materials from the ECN to their laptops. Therefore, participants must bring their assigned laptop to class each day unless they are told otherwise.

The FLETC classrooms do not contain docking stations, computer monitors, or keyboards for use with the USCIS laptops. Participants are not permitted to leave USCIS laptops in the classroom overnight; there may be lockers available near the classroom in which to lock laptops. Participants must provide their own lock.

- FLETC user name and password

(b)(7)(e)

Approximately one week prior to the beginning of F2F training at FLETC [redacted] FLETC will email participants a user name and password to access the FLETC Guest Network to link to the USCIS Network and ECN. It is important that participants have this information on the first day of trainings at FLETC [redacted] Students will be required to acknowledge and comply with the FLETC IT Rules of Behavior.

- PIV cards

Participants will need USCIS-issued PIV cards to access their laptops and to access the FLETC campus. Each participant must, therefore, obtain a USCIS PIV card and bring it to the FLETC.

NOTE: Participants are personally responsible for their assigned laptop and accessories, PIV card, and U.S. government thumb drive (if issued) and will be required to complete a Significant Incident Report (SIR) if any of these items is lost or damaged. RAIO follows the DHS policy on limited personal use of laptops. Please click [here](#) to view the Management Directive regarding personal use of government office equipment. Consequences of failing to adhere to these policies may include verbal and written counseling that may be reported to division managers, disciplinary action, and could result in the participant being required to leave training and otherwise have an impact on the participant's status within the agency.

- Personal Laptops

Participants are not allowed to use personal laptop computers for classroom work during the training. Also, participants may not use the Wi-Fi access provided by the FLETC for course work on their personal computer or electronic devices. Participants may purchase Wi-Fi access for personal use through the FLETC Express.

As noted above, participants are responsible for all government-issued equipment and will be required to account for and return (if applicable) the government-issued laptop and all accessories at the end of training.

Non-Fraternization²

The RAIO Directorate prohibits unprofessional relationships between staff members and students attending the RAIO CTP and any division officer training course. In order to avoid the appearance of special treatment or any other such conflict of interest, participants, instructors, and training staff are required to adhere to a policy of non-fraternization. Interaction between participants, training coordinators, instructors, and role players outside of class must be confined to course-organized activities to which all are invited, such as a class party or event, pre-arranged lunchtime "meet and greet" sessions with guest speakers, and discussions with instructors during class breaks when all students have equal access to the instructors. Additionally, this non-fraternization policy extends to activities and relationships of staff members that may create the

² This Policy is adapted from the USCIS Academy Training Center's Policy on Fraternalization. Version 4, Release Date: 6-13-2016

appearance or perception of impropriety. All RAIO staff members and visiting instructors have signed this non-fraternization policy. Any staff member who engages in an unprofessional relationship with a student is in violation of this policy and may be subject to disciplinary action.

Medical Emergency Procedures during Face-to-Face Courses

Recognizing that there may be medical emergencies during the residential training, while also recognizing the need for discretion, RAIO requests that students and training staff provide, on a voluntary basis, up-to-date medical information in a sealed envelope to be opened only in the case of an emergency where the injured/ill individual may not be able to relay vital information. An Emergency Information During RAIO Residential Training form and envelope will be provided to the participants on the first day of the residential training. In the event that it becomes necessary to open this envelope, the information contained therein will only be shared with those individuals who have a need to know for purposes of addressing the medical emergency. These envelopes will be kept in a secure location during the residential training. At the end of the residential training, all envelopes will be returned to participants or shredded. Please see the SOP for Medical Emergencies.

If emergency medical attention is needed when the Health Unit is closed, participants should immediately contact the 24-hour FLETC Security Dispatcher at [redacted] (b)(6) from any FLETC on-site telephone). It is important to notify the FLETC Security so they can coordinate the arrival of an ambulance and avoid unnecessary delays in locating the participant on the FLETC campus. Participants should not hesitate to contact RAIO and division training staff in case of a medical emergency.

12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING

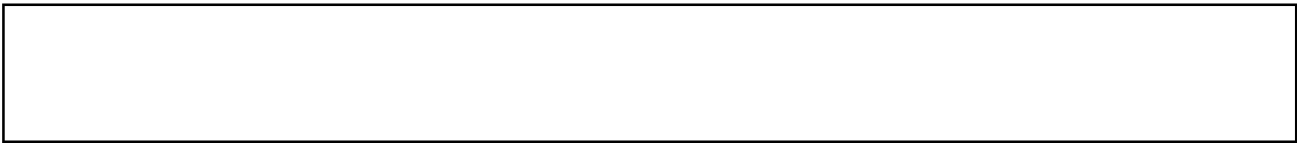
At the conclusion of the DT/Remote RAIO CTP, participants will attend ADOTP DT/Remote, and then ADOTP F2F, which will occur in residence at the FLETC.

13. INFORMATION ABOUT THE FLETC TRAINING FACILITY

(b)(7)(e)

The FLETC is a large [redacted]

The FLETC [redacted]



Housing

According to the FLETC’s housing policy, all participants are required to reside in on-center or in FLETC-provided housing during the training course unless a reasonable or special accommodation for alternative housing has been approved by FLETC. The FLETC does not provide information about specific housing assignments to participants prior to on-site registration and does not factor participants’ personal preferences when making lodging assignments. Housing will be assigned to participants when they arrive at the facility and check in at the FLETC Visitor Center.

Participants will be housed either on the FLETC campus or in a nearby hotel and provided daily transportation to and from the FLETC via FLETC buses. Not all FLETC housing assignments, both on and off center, are accessible for those with disabilities. Possible housing scenarios include:

- Private rooms with private bathrooms,
- Private rooms with a shared bathroom, and
- Shared rooms with shared bathrooms when necessary due to space limitations.

Dormitory rooms on the FLETC campus are for student use only; there are no facilities on campus to house spouses, families, etc. Any problems or complaints about the housing facilities should be discussed initially with the Desk Clerk at the student’s assigned dorm or hotel. If the problems are not adequately resolved after allowing the Desk Clerk a reasonable amount of time, then a written complaint should be submitted to the FLETC Program Manager. Requests for room changes must be made through the Class Coordinator and FLETC Program Manager. Any request to change rooms must be supported and must be approved by the FLETC Housing Manager. Participants may not reside in other than FLETC-assigned housing without prior approval by the RAIO Associate Director or Associate Deputy Director and after a lodging waiver has been approved by the FLETC.

Meals

The Dining Hall, located in [redacted] provides cafeteria-style service featuring a varied food selection. The Student Center Grille, located in [redacted] serves a “grab-and-go” style lunch. A variety of nutritious foods are served by the FLETC that will meet participants’ individual dietary requirements.





Transportation at the FLETC

The FLETC shuttle buses operate before, during, and after weekday training hours. In clear weather, students are expected to walk to and from all locations at the FLETC. During inclement weather, the FLETC shuttles will be increased. Students housed in leased dormitory buildings, located within the FLETC complex,



Visitors

As of February 2016, the FLETC instituted a policy barring all student visitors from the FLETC campus, except for guests attending a participant's graduation ceremony. Any student who wishes to have a guest at the graduation ceremony should inform the FLETC Program Manager as soon as possible after arriving at FLETC, so that required vetting can be conducted by FLETC in advance of the graduation.

Guests who are not U.S. citizens are subject to additional background vetting and must be submitted at least 30 days in advance of the graduation by the FLETC Office of Security and Emergency Management. If a participant knows they will have a guest who is not a U.S. citizen, s/he should advise the FLETC Program Manager immediately upon arrival at the FLETC, or before.

The FLETC Health Unit

The FLETC Health Unit is open Monday to Friday, from 7:00 am to 5:30 pm (excluding Government holidays).

If you are injured while attending training at the FLETC, notify the Class Coordinator or the FLETC Program Manager. They can assist in getting you to the FLETC Health Unit or to local doctors or urgent care centers, if necessary. Minor injuries can typically be treated by the FLETC Health Unit. Serious injuries typically require a student to be transported to an off-center medical facility via a FLETC shuttle if the injury occurs when the FLETC Health Unit is open. If a participant is treated off-center, s/he may be responsible for payment at the time treatment is provided. The participant must return to the FLETC Health Unit prior to rejoining class. If the injury is training-related, the participant may be eligible for Workers Compensation. The FLETC Health Unit staff will provide a detailed explanation on the Department of Labor, Office of Workers Compensation Program (OWCP) Form CA-1, and will also provide a notice of medical absence.

If a participant's injury is not training-related, the Health Unit will still provide limited assistance during business hours. If you have a serious illness or injury that is not training-related, the Health Unit will arrange an appointment with an off-center medical facility and provide transportation to that appointment. Students are responsible for any non-FLETC medical costs incurred for the treatment of injuries or illnesses that are not related to training. Each trainee is strongly advised to have his or her own health insurance policy in effect when attending residential training.

Counseling and Other Services

(b)(6) (b)(7)(e)

As USCIS employees, participants are entitled to utilize an on-site Health Unit, counseling, and other work life tools provided through the FLETC or the Federal Occupational Health (FOH) program.

The FOH Employee Assistance Program (EAP) provides counseling services and support 24/7 and can be reached at [redacted]

There are numerous additional resources available that provide assistance around the clock through the WorkLife 4 You program. For online resources, visit [redacted] for self-help tools and other resources or [redacted] (new user registration code: USCIS).

The FLETC provides access during business hours/days to the Health Unit for illnesses and injuries and also provides 24/7 counseling services. Please see the FLETC Student Handbook for information about how to access these services.

Recreational Activities

On weekends, the FLETC provides tours and trips organized by the Recreation Services Staff.

outings. Students participating in FLETC sponsored trips are expected to depart and return to the FLETC on the FLETC provided transportation. Car rental agencies, taxi services, and bicycle rentals are available in the area at the participants' own cost.

Outside Calls

Family members will typically contact participants on the participant's personal cell phone. Additionally, each participant will have a phone in his/her room with voicemail capabilities. Participants will be able to obtain their personal room phone numbers once they check into the FLETC facility and may provide these numbers to family and friends. In the event of an emergency and a family member is unable to reach a participant, family members may contact the Class Coordinator or FLETC Program Manager. Participants should feel free to provide these numbers to family members to use in the event of an emergency and the participant cannot be reached.

Mail

Participants may receive mail via the U.S. Postal Service (USPS), UPS, and FedEx at the FLETC by using the following address:

FLETC (b)(6) (b)(7)(e)
Participant's name
Class title and number* (Use FLETC's complete course name and number:
USCIS ADOTP #)

* See the Information Memo sent to all students prior to the start of the RAIO Combined Training for the name and number of the ADOTP class.

All mail (including items sent via UPS or FedEx) will be held for pick-up by the recipient at the U.S. Postal Service office at the FLETC.

FLETC Security

The FLETC provides around-the-clock security for the campus and screens all entrants to the FLETC. If a participant finds him or herself in an unsafe situation or in need of urgent assistance, s/he should not hesitate to contact FLETC Security by calling [redacted]. In a medical emergency, a participant should call the FLETC Security who will contact local emergency medical services, facilitate their entry to the FLETC, and immediately direct them to the participant's location.

For Additional Information

For additional information about the FLETC training facility, participants should review the FLETC website (www.fletc.gov). You will receive an electronic version of the FLETC Student Handbook when you arrive at the FLETC (also available [here](#)); the handbook contains additional resources and guidance you can reference while you are in training at the FLETC. Please review the FLETC Student Handbook upon your arrival.

14. DHS ANTI-HARASSMENT POLICY

DHS, USCIS, and the FLETC maintain a zero-tolerance policy with regard to harassment. For information on this policy and how to report incidents of harassment, see:

- [DHS Anti-Harassment Directive](#)
- [USCIS Anti-Harassment Policy](#)
- [USCIS Anti-Harassment hotline:](#) [redacted]
- [FLETC EEO Division](#) [redacted]
- [FLETC Guidance and Reporting Procedures](#): Refer to FLETC's Anti-Harassment and Discrimination Policy found in the FLETC Student Handbook.

Pursuant to the DHS Anti-Harassment Directive:

Any person who believes that he or she has been subjected to, or has been a witness to, harassment in violation of this policy must report the matter promptly pursuant to procedures established by the Component.

Please see the links above for reporting procedures.

Reporting incidents pursuant to this Directive does not affect an employee's right to file an EEO complaint of harassment or discrimination. For information on filing an EEO complaint, please see: [USCIS EEO Complaints Resolution Division](#)

RAIO DIRECTORATE OFFICER TRAINING HANDBOOK

Information for new officers, managers, support
staff, and training staff

January 7, 2020

This handbook provides information for students (“participants”), managers, support staff, and training staff to help new officers prepare to attend the RAIO Directorate Officer Training. It should be read in conjunction with the memorandum issued by the RAIO Training Chief prior to each course, which gives additional information about the courses that comprise the RAIO Directorate Officer Training, and additional requirements.

Letter to New Officers at RAIO from the RAIO Training Staff

Congratulations on being selected to your new position and welcome to RAIO and the Asylum Division! This handbook, along with the student memorandum provided prior to the training, will provide you and the managers, support staff, and training staff with an informative guide to help you prepare for, understand the expectations of, and make the most of your training experience.

The RAIO Directorate is committed to providing you quality training that will prepare you to fulfill your duties as an officer at RAIO and achieve USCIS' critical humanitarian missions. The training that you will receive is extensive and in-depth; this investment in training reflects RAIO's commitment to you, a valued employee who will assist in achieving our critical mission. The training for new officers at RAIO consists of two components: a combined RAIO Directorate component (RAIO-CTP) that all new officers attend and a division-specific component (with a few exceptions; see Training Attendance Requirements). The training will consist of the following components:

- RAIO Directorate (RAIO-CTP) Combined Distance and Remote Training, which will occur in the home office, and consists of a combination of pre-recorded and live webinars, exercises, and exams;
- Asylum Division (ADOTP) Distance and Remote Training, which will occur in the home office and consist of a combination of pre-recorded and live webinars; and
- Asylum Division (ADOTP) Face-to-Face training, which is a residential training conducted in a formal classroom setting at the Federal Law Enforcement Center (FLETC) in (b)(7)(e)

The main goals of the RAIO CTP are to ensure consistency in adjudications across the RAIO Directorate, to increase efficiencies, and to avoid redundancies in training. In addition to learning the subject matter of the course, the ADOTP residential training provides a unique opportunity for you to meet and get to know your RAIO colleagues from other offices— colleagues with whom you may work in the future and to whom you may turn for information and support. Your ability to develop positive relationships with your RAIO colleagues will help you greatly in your career with RAIO and beyond.

During RAIO CTP, you will learn about the laws, policies, and procedures relevant to the core RAIO mission; you will learn the information, skills, and hands-on procedures specific to the Asylum Division during the Asylum Division Officer Training Program (ADOTP). If, later in your career, you transfer to another division within RAIO, generally, you will be required to attend only the division-specific training component of the division to which you are transferring; unless you fall outside specified timeframes, you will not attend the RAIO CTP again.

The courses you are about to attend are very rigorous and will demand your full attention and participation. The training staff at RAIO is dedicated to helping you get the most out of the training that you can, and you can turn to us for any concerns you may have. We want to make your training not only useful in preparing you for your challenging and critical work, but also a

rewarding, positive experience in your development as an officer at RAIIO and as a U.S. government public servant.

On behalf of everyone on the training staff at RAIIO HQ and Asylum HQ welcome to the RAIIO training courses! We are looking forward to working with you.

Table of Contents

1. RAI0 TRAINING FOR NEW OFFICERS – OVERVIEW.....	5
2. CODE OF CONDUCT	7
3. ATTENDANCE REQUIREMENTS / LEAVE.....	7
Work Schedule and WebTA Arrangements	7
Attendance and Leave.....	8
Requesting Leave.....	9
Inclement Weather and Emergency Preparedness.....	9
National Security Information (NSI) Initial Indoctrination Briefing.....	10
Office of Personnel Management (OPM) Background Investigation Interview	10
4. DEFERMENT FROM THE RAI0 DIRECTORATE OFFICER TRAINING.....	10
Deferment Policy	10
Requesting a Deferment.....	10
5. ENTERPRISE COLLABORATION NETWORK (ECN).....	11
6. ACCESS TO COMPUTER DATABASES AND E-MAIL	13
7. HOME OFFICE TRAINING RESPONSIBILITIES.....	13
8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION 14	
Travel Authorizations	14
Funding Codes	15
Scheduling your flight and making arrangements with the FLETC.....	16
Creating Student Travel Authorizations	18
FLETC Self-Registration Process.....	20
9. ACCOMMODATION REQUESTS.....	22
Reasonable Accommodations.....	22
Religious Accommodations	23
Special Accommodations.....	23
10. DISTANCE TRAINING	24
Relationship between the DT and the Remote RAI0 CTP.....	24
11. FACE-TO-FACE TRAINING.....	25
Registering at the FLETC	25
Schedule.....	25
Materials	25
Completion Requirements / Participant Evaluation / Participant Certification Statement.....	26

Participant Conduct and Dress Code	28
Use of Computers while at the FLETC.....	29
Non-Fraternization	30
Medical Emergency Procedures during Face-to-Face Courses	31
12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING.....	31
13. INFORMATION ABOUT THE FLETC TRAINING FACILITY	31
Housing.....	32
Meals.....	32
Transportation at the FLETC	33
Visitors.....	33
The FLETC Health Unit	33
Counseling and Other Services.....	34
Recreational Activities.....	34
Outside Calls.....	34
Mail.....	35
FLETC Security	35
For Additional Information.....	35
14. DHS ANTI-HARASSMENT POLICY	35

1. RAIIO TRAINING FOR NEW OFFICERS – OVERVIEW

The training for new officers at RAIIO is titled the **RAIO Directorate Officer Training Program**. It consists of a combined RAIIO Directorate component that all new officers attend and division-specific components attended by officers from those divisions (with a few exceptions; see below). The combined training program resulted from a broader RAIIO restructuring effort to create a more cohesive and integrated directorate and, as such, covers topics that officers from all three divisions need to know. The division-specific components address topics that officers who perform the adjudications of that division need to know to conduct their specific duties, such as division-specific casework, policies, and procedures.

All new Asylum Officers attend:

RAIO Combined Training Program (RAIO CTP)

- Distance (DT) and Remote Training:
An approximately 145-hour Distance & Remote training that new officers complete while in their home offices. This includes pre-recorded and live webinars. (Note: In addition to the 145 hours of RAIIO CTP DT/Remote, ASM has additional DT/Remote days: + 39 hours).
- As part of RAIIO CTP Distance & Remote Training, time is included for Officers to observe both Affirmative and APSO interviews.

Asylum Division Officer Training Program – ADOTP:

- The **Asylum Division Officer Training Program – ADOTP** consists of a roughly 39-hour combined Distance and Remote Training in the officer's home office, including pre-recorded and live webinars.
- There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in (b)(7)(e)

Officers attend the RAIIO CTP and ADOTP, except in certain circumstances for individuals who are exempt. Information about who attends which courses is outlined in the Training Requirements Chart, found on the RAIIO Training ECN site.

The RAIIO CTP and ADOTP comprise a rigorous training program. Training materials consist of modules that include lesson plans, numerous accompanying memoranda, articles, precedent Board of Immigration Appeals, Federal, and Supreme Court decisions, and other materials. The courses are taught by experts from the RAIIO divisions, other government agencies, and several non-governmental entities.

Time is given during the Distance Training (DT) for participants to read RAIIO CTP lesson plans and certain division-specific materials. Given the intensive schedule once the remote and Face-to-Face residential courses begin, it is required that participants read the training materials prior to the beginning of remote training and complete the requisite attestations. Officers who have

attended RAIO and division-specific basic training courses in the past have stressed the importance of reading course materials *before* receiving instruction on the training materials.

The lesson plans are available on the ECN at: (b)(7)(e)

Other Helpful Tips for preparing to attend the RAIO CTP and ADOTP:

- Observe interviews (where possible)
- Practice note-taking and drafting assessments of interviews you observe and compare with decisions prepared by senior officers (where possible)
- Read decisions prepared by senior officers
- Bring to the Face-to-Face trainings any interview and decision-making/writing tools used in your office
- Polish your typing and computer skills in advance of the training

Participant Feedback

RAIO considers participant input and feedback received throughout the courses as essential to the success of future training programs and incorporates such feedback into the development of RAIO training courses. The current courses have been shaped in part by feedback from officers who attended earlier courses. Participants are therefore expected to provide honest and constructive feedback about topics including, but not limited to, the overall management of the course, materials, instruction, and the training venue.

Key to abbreviations used in this document

Note: RAIO and the FLETC have different designations for the same courses. Please pay attention to the highlighted sections below and use the appropriate FLETC course name and number when communicating with the FLETC officials.

ADOTP	Asylum Division Officer Training Program (terminology used by the USCIS RAIO Directorate)
USCIS ADOTP	Asylum Division Officer Training Program (official course name used at FLETC; <u>participants should use this name and corresponding course number when communicating with FLETC officials</u>)
DT	Distance Training (conducted in home office)
F2F	Face-to-Face training: term used to indicate in-person, residential training
FLETC	Federal Law Enforcement Training Center

RAIO CTP	RAIO Combined Training Program (terminology used by the USCIS RAIO Directorate)
REMOTE	RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

2. CODE OF CONDUCT

(b)(7)(e)

Professionalism and respect are integral components to the collective success at training. Per the FLETC Student Handbook, “you must be constantly aware that your behavior both at FLETC and in the local community is reflective not only of yourself, but also of the Federal Government, the FLETC and the agency that you represent and work for. Model conduct is particularly important in your dormitories, where the right of others to an environment conducive to study and rest is paramount. **Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, to include dismissal from training.**”

The FLETC Handbook outlines important aspects of inappropriate conduct in the classroom, such as, “sleeping, eating, the use of ear buds, the use of tobacco products, talking on cell phones, and reading of non-training related material is strictly prohibited in the classroom. Prior to a classroom lecture or during an authorized break, any student who wishes to make an actual telephone call must exit the classroom and hallway so other students are not disturbed. Students can use unoccupied breakout rooms or go outside to make phone calls. Once a lecture begins and/or resumes, all electronic devices, unless being used to take notes or view course material, must be completely turned off and stored out of view. Non-alcoholic drinks may be permitted in the classroom, provided the beverage containers have a lid. Certain training locations, such as computers labs, may prohibit beverages.”

As outlined in the RAIO Combined Training Program Student Honor Code, all students are responsible for reviewing the FLETC Student Handbook. Information pertaining to “Standards of Conduct” begins on page 8.

3. ATTENDANCE REQUIREMENTS / LEAVE

Work Schedule and WebTA Arrangements

Typically Officers will work a standard 8 hours day/5 days per week work schedule while in training status. However, due to operational and other considerations, office leadership may permit Officers to retain an Alternative Work Schedule (AWS) during the DT, as long as such an arrangement is approved by the Asylum Office Director/Deputy after taking into account relevant factors. **All officers are expected to participate in any live sessions scheduled during the DT and must plan their work hours to allow sufficient time to be present for all exams, any scheduled live webinars, and any required DT training sessions/meetings, if applicable.**

All employees attending ADOTP F2F residential training are considered to be in training status and are required to work a basic work schedule (8 hours per day, 5 days per week, fixed arrival

and departure times). **Note: On at least three days of the F2F ADOTP, mock interviews will take place and students will be on a sliding schedule that could start as early as 7:00am and end as late as 7:00pm.** On mock interview days, all students will work 8 hours to accommodate their scheduled mock interview grouping. If a participant is normally on an AWS, the AWS is suspended for the duration of the Face-to-Face trainings, beginning on the first day of the pay period in which the Face-to-Face training begins. To determine when an employee's AWS schedule will resume upon return from training, the employee should check with the local office. Prior to beginning the ADOTP Face-to-Face training, participants who are currently on an AWS must inform their local timekeeper that they will be changing their work schedule to a basic work week.

Note: Employees attending this training are not authorized to receive premium pay in the form of **overtime** or **comp time**. Please see OPM's Training Policy Handbook: Pay of the Employee.

Attendance and Leave

The attendance and leave policy begins with the first day of the RAIO CTP DT/Remote component and continues for Asylum Officers through the end of the ADOTP Face-to-Face training. This policy follows USCIS Academy guidelines on leave while in training status. Participants may accumulate **no more than four and a half days (36 hours) of absences** from the start of the DT/Remote component of the RAIO CTP and throughout the duration of ADOTP.¹ Officers are highly encouraged to conserve some of the leave ceiling for potential use during Face-to-Face training in case of unexpected illness/absence. Absences in excess of this ceiling will result in the participant's failure to complete the requirements of the course and will require the participant to retake the entire course.

Annual leave will not be granted while participants are attending the DT/Remote or F2F training, except under exceptional circumstances when both the Training Chief for the designated course and the relevant division supervisor, for Asylum, (the Asylum Office Director or Deputy Director) agree that the leave request is reasonable and should be approved. **Annual leave cannot be taken during multiple choice and mock interview exam hours; exams cannot be taken at alternate times and will not be rescheduled.** Leave on days of practice mock interviews is highly discouraged; practice mock interviews will not be rescheduled and cannot be made up.

Sick leave will be granted as required and is counted toward the four and one half days (36 hours) total allowable leave. Participants who miss class due to illness during the F2F components at the FLETC must inform the training staff and should report to the FLETC Health Unit. **For sick leave during Distance and Remote training please follow the reporting instructions below.**

Participants who are late for class must take annual leave for the time they are out of the classroom, and must send an email to their first line supervisor informing him/her of the leave

(b)(7)(e)

¹ The FLETC Student Handbook may indicate a different leave policy; however, RAIO follows USCIS Academy policy on leave.

and copy the Classroom Coordinator for the relevant course. Failure to do so may result in disciplinary action.

Requesting Leave

Participants who need to take leave during the RAIO CTP DT/Remote component or the ADOTP DT/Remote or F2F component must do the following:

1. Discuss the leave request with office leadership, considering the information in this handbook and weighing the purpose for the leave with the implications of missing portions of the training. Please be aware that class sessions will not be repeated or otherwise available for those who are absent during training. Participants are nevertheless responsible for the materials covered, some or all of which may be included on the examinations.
2. If office leadership approves the leave request, the participant must forward the approval of office leadership, as designated above, to:
 - the Asylum Division Training Chief; and
 - the Asylum Division Training mailbox.
3. The Asylum Division Training Chief, and/or the Asylum Division Training Coordinator will review the dates requested with the course schedules to determine whether the leave request could impact the participant's ability to successfully complete the course and will discuss any issues with your office leadership.
4. Once that leave has been formally approved through established channels, please notify (CTR) for record keeping purposes.

(b)(6)

The Asylum Training Chief and/or the Asylum Division Training Coordinator will communicate to the office Director and Training Officer, who in turn will communicate to the officer whether the leave request has been approved.

Inclement Weather and Emergency Preparedness

(b)(7)(e)

For information about emergency preparedness at the FLETC in please visit the FLETC website. Training staff in will assist with coordinating a response in the event of any emergency.

Additionally, when forecasts indicate that a catastrophic occurrence or impending disaster (e.g., hurricane, forest fire) will affect a specific geographic area, RAIO, with concurrence of the USCIS Director, may proactively identify these areas and notify affected students that emergency leave is an option to consider. In those circumstances, students from the impacted areas will have the option of going home to prepare or care for their families and/or property. While RAIO will reimburse the travel expenses for that return in accordance with USCIS travel policy, air travel must still be arranged through the government contractor.

National Security Information (NSI) Initial Indoctrination Briefing

The Office of Security and Integrity (OSI)/Personnel Security Division may email participants indicating that the participant is required to attend a National Security Information (NSI) Initial Indoctrination Briefing within 15 days to complete the requirements for the employee's security clearance. If you receive such a notification, and it conflicts with the Face-to-Face trainings, contact your supervisor, the Division mailbox, and the Division Training Chief right away. The Division Training Coordinator will arrange to defer your attendance at the NSI Initial Indoctrination Briefing until after your Face-to-Face training has concluded and you have returned to your office. If you receive the notification prior to the start of RAIO Directorate Officer Training, it is recommended that you complete the briefing in advance of the training, with the concurrence of your local office. **Participants are *not* permitted to miss portions of the RAIO CTP Face-to-Face or the division-specific Face-to-Face trainings to complete the NSI Initial Indoctrination Briefing.**

Office of Personnel Management (OPM) Background Investigation Interview

OPM may contact participants during the RAIO CTP or ADOTP portion of the training requesting to schedule an interview with OPM at a time that is convenient for the employee. Participants are not permitted to miss any portion of the RAIO CTP Remote or Asylum Division Remote or Face-to-Face training to interview with OPM. **The OSI/Personnel Security Division has informed RAIO that participants can schedule the interview *after* they have completed the training and returned to their home office.**

4. DEFERMENT FROM THE RAIO DIRECTORATE OFFICER TRAINING

Deferment Policy

All newly onboarded officers are expected to attend the soonest available RAIO CTP and ADOTP. In exceptional cases, an employee may need to request a deferment from their RAIO Directorate Officer Training class. Exceptional cases are those found within the Family Medical Leave Act, such as: birth or adoption of a child, care for an immediate family member with a serious health condition, or serious health condition of the employee.

Additionally, consideration may be given for personal reasons such as child care issues or situations where the employee has pre-approved leave and has already committed funds for an activity that will occur during the training dates, as annual leave in excess of three days is not authorized while in training status. Examples of these activities may include professional examinations such as the Bar Exam, non-refundable vacations, weddings, etc.

If a deferment is granted, it is expected that the participant will attend the next available RAIO Directorate Officer Training class. If the deferment is not granted, it is expected that the participant will attend the class as originally scheduled.

Requesting a Deferment

The procedures for participants to request a deferment from any component of the RAIO Directorate Officer Training are as follows:

IMPORTANT NOTE: Because there may be sensitive information included in deferment requests, deferment requests should only be sent to those with a “need to know” who are listed below.

1. The participant discusses the deferment request with local office leadership, considering the information in this handbook and weighing the purpose for the deferment with the implications of missing the training.
2. The participant submits a written request detailing the reasons for the deferment request, along with any supporting documentation, through local chain-of-command.
3. If the Asylum Office Director or Deputy Director approves the request at the local level, then he or she makes a written request to the Asylum Chief and Deputy Chief, copying the Asylum Training Chief (and his/her designee) and the RAIO Training Chief (and his/her designee). (Please contact the division Training Branch Chief and the RAIO Training Chief to find out who their designees are, if any.)

The request must include:

- The officer’s request for the deferment and any supporting documentation;
 - Local leadership’s (ASM POC’s enumerated above) statement of approval of the request; and
 - Local leadership’s statement as to why approval of the request is “in the best interest of the government.”
4. The Division Chief or Deputy Chief reviews the request and, if he or she concurs with local leadership’s approval, forwards the request for deferment with his/her concurrence to the RAIO Training Chief for final determination, copying the division Training Branch Chief.
 5. The RAIO Training Chief approves or denies the request for deferment and advises the Division Chief and Deputy Chief of the decision, copying the division Training Branch Chief. If the decision is to deny the request, the RAIO Training Chief provides an explanation of the reason for the denial.
 6. The Division Training Chief, in conjunction with the division leadership, communicates to local leadership the decision on the deferment request. Local leadership will then inform the officer of RAIO leadership’s determination to approve or deny the deferment request.

5. ENTERPRISE COLLABORATION NETWORK (ECN)

Participants will use the ECN regularly before and during their training. No later than five business days after entering on duty at the home office, participants MUST complete their [RAIO CT Student Information Questionnaire](#) and click on the Save button on the top left corner of the page to upload the completed questionnaire to the ECN. Completing the questionnaire allows for an individual participant “dropbox” to be created in the ECN, where participants will post information, documents, and assignments prior to and during the DT, Remote, and the Face-to-Face trainings. Instructors and training coordination staff use the student questionnaires to become familiar with the class composition, prepare for practical exercises, and prepare course completion certificates.

Sites have been created on the ECN specifically for use during the training by participants and instructors. While anyone with a working USCIS email address can access RAIO Training Modules and Division Lesson Plans on the [RAIO Training ECN site](#), the ECN site for specific Face-to-Face training courses is only available for participants who are assigned to that course; however, the site will not be accessible until participants have been registered for a particular training course.

Once participants are registered to their assigned course, they will be able to use their Remote and Face-to-Face class sites to access course materials, read biographic information about course instructors, review the weekly course schedule, upload assigned work, and access other training materials.

A separate ECN site is used throughout the DT, and is available for all officers as they begin the DT component of the RAIO CTP. Instructors will use these ECN sites to provide participants with information and materials, and to collect participants’ written exercises completed during the DT, Remote, and Face-to-Face trainings.

If possible, participants should familiarize themselves with the ECN prior to the start of the RAIO DT. For example, participants can peruse the [RAIO Training home page on the ECN](#) and review this [ECN Skills PowerPoint](#). Participants can also learn how to navigate to their personal dropbox and upload documents to it. Having a clear understanding of how to navigate the ECN and how information will be viewed and uploaded in advance of the DT is helpful. In addition, optional webinars may be offered intermittently or as recordings, to assist participants in understanding how to access and use the ECN.

The ECN link to your course site will be provided via email prior to the start of the course.

NOTE:

Because of the limited capacity of the ECN dropboxes, the materials that participants upload to their ECN dropboxes during the DT, Remote, and Face-to-Face courses will be deleted from the dropboxes after the completion of the respective division training courses. This will be done sometime after 30 days after the end of the course. Participants are personally responsible for saving any work they wish to retain for their records.

Participants are strictly forbidden to share materials obtained or written work completed during the training with colleagues in the class and/or with participants who will attend

future courses. Participants' notes, written assessments, and other materials specifically associated with the final mock interview exam and final written assessment exam must be deleted at the time the instructor advises. Unauthorized retention or sharing of examination material may be cause for disciplinary action.

6. ACCESS TO COMPUTER DATABASES AND E-MAIL

Prior to attending the RAIO Division Officer Training Program, all participants must have passwords for, and be able to log into, the systems listed below.

- **Outlook / E-Mail**
- **Westlaw:** Participants must have access to Westlaw because the case law cited in the training materials is linked to Westlaw.

(b)(6) (b)(7)(e)

For access to Westlaw: Asylum participants – Contact your local office POC. If your office does not have a Westlaw POC, contact the Asylum training mailbox:

***Division Training Coordinators:** Please advise RAIO Training if a participant will not have access to the required computer databases and/or e-mail (for example, in the exceptional event that a participant EODs after the RAIO CTP deadlines).*

7. HOME OFFICE TRAINING RESPONSIBILITIES

Participants are required to complete the below-listed course(s) online at the home office **PRIOR** to starting the DT component of the RAIO CTP. Some of these courses can be accessed in PALMS (the USCIS online learning system) at If any participants have difficulty accessing PALMS, they should contact the USCIS Service Desk at

- **Computer Security Awareness Training** in PALMS
- **DHS Travel Card Training** in PALMS

Participants must complete this training prior to being issued a credit card.

Officers who are scheduled to attend an upcoming training at FLETC but do not yet have an active PALMS account to complete the required travel card trainings, should create their travel authorization in Concur using the CBA (Centrally Billed Account) for airfare and transaction fees, and either request a cash advance in Concur for all other approved expenses, or use a personal card to complete their travel authorization.

- **Concur Travel System** (no training currently required)

Participants must update their profile in the Concur travel system before making any reservations. To learn more about the Concur travel system please review the [Concur-Travel-System-User-Guide](#) and visit the [Travel Section of the Financial Management Division \(FMD\) website](#).

If you are logged into the USCIS Network with a PIV card, then you can immediately access Concur from “Employee Shortcuts” on the [USCIS Connect Home Page](#) or by selecting the Concur Travel System button in the [Travel Section of the Financial Management Division \(FMD\) website](#). You will then be automatically logged in to Concur.

NOTE: Computer word processing will not be taught at the RAIO CTP or the division specific courses. Participants should have basic computer and word processing skills prior to attending the RAIO CTP and ADOTP. If a participant desires additional computer training, basic computer tutorials can be found in PALMS. For more information about accessing and navigating PALMS please visit: (b)(7)(e)

Asylum Officers must complete additional actions, including necessary pre-requisite training, to obtain access to the computer systems designated in the section above, *ACCESS TO COMPUTER DATABASES AND E-MAIL*.

Home offices are requested to compile completion information for each participant for all of the courses listed above. Please send an email to Asylum Training Coordinators to confirm the names of participants who have completed all requirements. This information must be received no later than COB, two weeks prior to the start of the RAIO CTP Remote training. In addition, for Asylum Officers, home offices must note which, if any, participants have been in-house certified.

8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the [Concur Travel System User Guide](#) to learn how to create authorizations in the [Concur](#) system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students **at least two weeks before the funds are needed:**

- Names,
- Duration of travel, and

- Estimated funding required to address the travel costs of the sending office’s students to:
- RAIO Travel [redacted] and (b)(6) (b)(7)(e)
- [redacted] at the RAIO Resource Management Branch.

Funding Codes

So that training costs can be tracked easily,

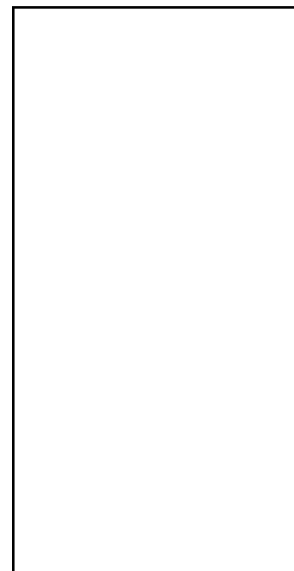
- **Students** traveling to the FLETC use a specific RAIO funding code for each office; and
- **Instructors** use a central RAIO-HQ funding code.

Please use the following codes:

- Purpose Codes for all Students and Instructors: [redacted]
- Funding Codes for Student Participants: **Important:** These codes are to be used by the **student participants**. *Example: If you are a student participant with Arlington Asylum, you will use the ZAR Accounting String, etc.*

So that training costs can be tracked easily, participants (**students**) must use the below listed RAIO funding code for each office; instructors will use a central RAIO-HQ funding code (see below). The designated unique funding code must be used for all travel authorizations related to the RAIO CT and division-specific courses. New officers should review RAIO Travel’s Concur User Guide to learn how to create authorizations in the Concur system.

Arlington	ZAR / ZAC
Chicago	ZCH
Houston / New Orleans	ZHN / ZOL
Los Angeles	ZLA
Miami	ZMI
National Asylum Vetting Center	ZGA
Newark / Boston	ZNK / ZBO
New York	ZNY
San Francisco	ZSF
HQ-Refugee	RAD
HQ-Asylum	ASY
HQ-International Ops	IO



- Funding Code for Instructors, Facilitators: **Important:** The code below is to be used by the instructors, facilitators, and invitational speakers.

(b)(6) (b)(7)(e)

**Instructors, facilitators,
invitational speakers**

Scheduling your flight and making arrangements with the FLETC

Participants should make their own travel arrangements following local office procedures and according to USCIS policies. See

All student participants traveling to the FLETC, including those driving, **must call the FLETC’s Transportation Office** at [redacted] as soon as transportation plans are firm **and no later than five (5) business days prior to class commencement** to advise of time and place of arrival. Please reference the FLETC course name and number (i.e., USCIS ADOTP#) when communicating with FLETC officials. The FLETC will schedule, if needed, appropriate ground transportation between nearby commercial terminals and the FLETC. **Students who do not call will not be guaranteed transportation to FLETC.**

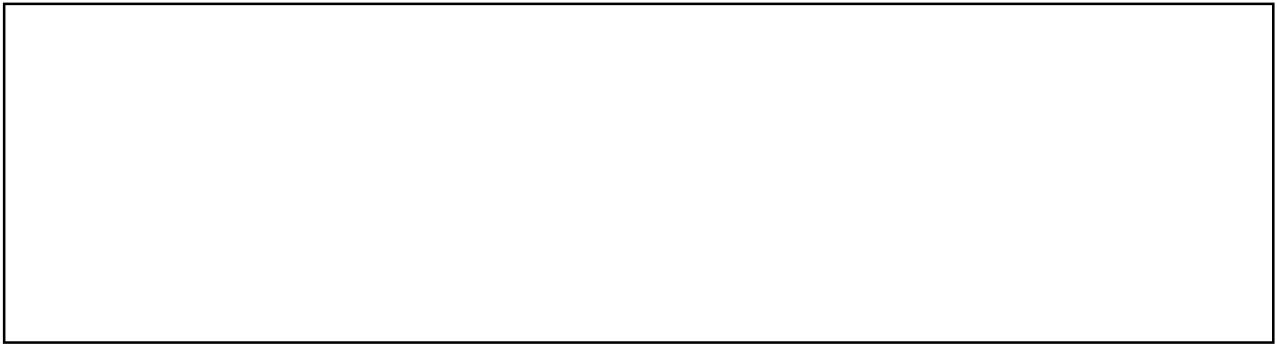
- **Participants Traveling by Air:** Participants have an option of flying into airports in:

[redacted] USCIS travel policy requires that the method of transportation selected be the most economical available. Traveler convenience does not justify using higher cost transportation. See:

[redacted] Participants must consider these policies when making their travel plans. Because transportation from the airport to the FLETC is only scheduled twice per day, participants should time their flights, when possible, to avoid lengthy waits for transportation to or from the airport.

Ground Transportation from the airport to FLETC: FLETC provides ground transportation from [redacted] airports. Pick-up times are:

From [redacted]



Ground Transportation from FLETC to the airport upon course completion: FLETC provides transportation airports.

Departing flights should not be scheduled prior to 9:00am. Pick-up times are:



Please see the [FLETC website](#) for more details.

Because ground transportation is provided by the FLETC, participants will not be authorized funds for a taxi or other transportation service from the airport to the FLETC, unless there are extenuating circumstances. Participants who believe they have an extenuating circumstance must obtain approval from their supervisor and local office Deputy or Director to take a taxi or other transportation service between the airport and the FLETC, copying the RAIO Training mailbox on the request and approval.

- **Participants Driving to** Participants traveling by privately owned vehicle (POV) must present a “Cost Comparison Worksheet” to their local office approving official, before completing the travel authorization, to determine which method of transportation is in the best interest of the Government. See: [2014-06-Ask-PoP-Live-Traveling-by-a-Mode-of-Trans-Different-than-the-Authorized-Mode](#). This cost comparison must be uploaded to the Travel Authorization as supporting documentation, prior to approval and funding of the Travel Authorization.

Information about driving to the FLETC can be found on the [FLETC website](#). Participants traveling by POV will need to check in and register their vehicle at the FLETC Visitor Center upon arrival. To register a vehicle, participants must submit a valid driver's license, vehicle registration, and proof of insurance.

Parking for participants is available in dormitory parking lots at the FLETC. Participants who bring a POV are expected to abide by the FLETC's traffic and parking regulations. All students housed on-center must either walk or utilize the FLETC transportation while on-

(b)(7)(e)

center. Participants can find more information about transportation and the use of POVs while at the FLETC in the FLETC Student Handbook [redacted] Facility found [here](#).

Participants who are driving a POV to the FLETC will be authorized mileage from their home to the FLETC limited to the amount of the constructive cost, which is the cost of the airfare plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable. According to USCIS Policy. See:

[redacted]

[redacted] Chapter 3. Section 3.3, Part 3.3.4, 5.6: Travel by a Mode of Transportation Other than the Authorized)

5.6.1 When traveling by a mode not in the Government's interest, the selected mode should not be referenced in the travel authorization, although the employee may engage in such mode for personal reasons.

5.6.2 If an employee seeks to travel by an alternate mode, a cost comparison must be done and submitted to the supervisor or authorizing official. The comparison will show the costs for the government authorized mode of transportation compared with the employee's suggested mode of transportation. Airfare cost comparisons must be based on the lowest contract fare available.

5.6.3 Regulations require that all costs in excess of those incurred for authorized official travel, resulting from personal preference, be borne by the traveler, not the Government. (FTR 301-10.6 & 10.8)

5.6.4 An employee who, for his or her personal convenience, travels by a mode of transportation other than the authorized must show on his or her expense report the actual expenses incurred. The expenses incurred will be reimbursed, but limited to the amount of the constructive cost, which is the cost of the authorized method of transportation plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable.

- **A Note about Student-Initiated Travel Outside of Official Travel Days:** ADOTP F2F is a residential training and, while participants are permitted to travel on weekends, they will only be reimbursed for travel expenses for one total round trip from their home to the FLETC, as noted above. The FLETC will not provide shuttle transportation to and from the airports outside of arrival for the course and departure at the end of the training program.

Creating Student Travel Authorizations

- **Daily Transportation:** Generally, rental cars are not authorized for participants while attending the training. Participants will be living and attending class at the FLETC so there will be no need for them to travel to and from the FLETC on a daily basis. In the event that the FLETC assigns housing in a hotel off-site, then the FLETC will provide bus transportation to and from the FLETC and hotels where students are housed. Public transportation is not available from the FLETC to the surrounding community; however,

participants can avail of the FLETC shuttle service to local shops and restaurants, and for special trips set up by the FLETC. The FLETC shuttle details, such as the times and pick-up locations, will be provided when participants check in at the facility.

- **Baggage:** When making travel arrangements, be aware of the checked baggage charge policies of the airline. Since the training site has laundry and dry cleaning facilities available, travelers are limited to two pieces of personal checked luggage for reimbursement, not to exceed the airline weight limitations. Additional cost due to excessive weight or extra pieces of luggage are not authorized. If it is anticipated that excess baggage charges will be incurred, participants should discuss and gain clearance in writing from their office chain of command for these additional charges ahead of travel. Training materials participants want to bring to FLETC should not be included as excess airline baggage, but should be sent via UPS or FedEx to:

FLETC

Student Name

FLETC course title and number (i.e., USCIS ADOTP#)

(b)(7)(e)

Boxes sent to the FLETC via UPS or FedEx may be picked up at the U.S. Post Office at the FLETC. Students are responsible for collecting their boxes from the Post Office and transporting them to their room or a locker. Any FOUO materials shipped to the FLETC cannot be left unattended in the classroom and must be protected from unauthorized disclosure.

- **M&IE:** Participants receive \$5.00 M&IE per day for the duration of the training rather than MI&E based on location, unless approved as part of a reasonable or special accommodation. On travel days, they receive M&IE per regular procedures. Participant meals, including weekend meals, are provided at no additional cost to the participants in the FLETC cafeteria, unless a meal waiver has been approved as part of a reasonable or special accommodation. Meals are not provided by the FLETC on travel days.
- **Housing:** As noted below under "Accommodation Requests," lodging is arranged by the FLETC and will not be included on participants' Travel Authorizations, unless a housing waiver and alternate non-FLETC housing has been approved as part of a reasonable or special accommodation.
- **Rental Cars:** Rental cars and taxis for use to and from the FLETC are not authorized for participants, unless these are part of an approved reasonable or special accommodation (see "Daily Transportation" above) or they are deemed to be a "designated driver" as explained immediately below:

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO

Training and the Division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver's Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

- **Phone Call Allowance:** Participants are to follow normal policy regarding phone calls while on government travel. For details about USCIS policy on phone call allowance, please see: (b)(7)(e)
 page 9.
- **Laundry:** Participants are entitled to up to \$30 per week for laundry and dry cleaning expenses once they have been in travel status for four days. Receipts are required to voucher for this expense.

FLETC Self-Registration Process

Effective April 1, 2019, FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does **not** replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend ADOTP, and the student self-registration (self-check-in) process used by FLETC:

1. The home office registers students on the RAIO ECN (per the procedures that have been in place for several years)
2. After the registration deadline, RAIO sends the name of registered students to FLETC (via the USCIS Training and Career Development Division – TCDD)
3. FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than one week before the designated travel day for the assigned ADOPT course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive. The system times out after 20 minutes, so FLETC recommends students collect needed info before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or

has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

Sample email:

(b)(6) (b)(7)(e)

From:

To: SMITH, STUDENT

Arrival Date: April 14, 2019

Training Start Date: April 15, 2019

Training End Date: April 19, 2019

Departure Date: April 19, 2019

In order to complete your registration, it is **imperative** that you follow the link below and complete the required registration information **at least one week prior to your arrival date** for FLETC training. Please ensure you enter your name and registration code exactly as they appear in this email. If your registration is not completed prior to your arrival, you may not be allowed to enter the FLETC.

Points of Contact: For all registration specific questions contact your agency training officer or representative.

If you have issues accessing or using the registration site, please contact:

Listed below are some of the fields you will need to fill out to complete registration once you access the above mentioned link. We suggest having this information available prior to beginning your Student Training Registration form. Once you begin, you will only have 20 minutes before the system times you out.

- Driver’s License Number
- Driver’s License Expiration

- Home Contact Information
- Work Contact information to include:
 - Phone
 - Address
 - Years in Current Position
- Agency Point of Contact Information to include:
 - Supervisor Name
 - Agency Address
 - Supervisor Email
- Emergency Point of Contact Information
- How you will be traveling to the FLETC
- What city you will be arriving in
- Date of arrival

Replies are not always routed to a regularly monitored inbox. If you have questions, please see contact information above.

If a student does not reply, he or she will receive a duplicate email with the following:

SECOND NOTICE - ON-LINE REGISTRATION FOR THIS CLASS MUST BE COMPLETED BY CLOSE OF BUSINESS ON _____ DATE _____.

9. ACCOMMODATION REQUESTS

Participants may require reasonable or special accommodations in order to fully participate in RAIO residential training. Accommodation requests may involve, but are not limited to, housing, classroom, dietary, transportation/mobility, or medical needs. It is important to carefully read the “Information About the FLETC Training Facility” section of this handbook to gain a full understanding of the FLETC campus and student life at the FLETC. Participants should not only consider the classroom setting when requesting accommodations, but also any needs related to housing, dining, transportation, and mobility so that all required accommodations are in place before the beginning of training and not being requested after arrival at the FLETC. Please see the [FLETC website](#) for more details.

Reasonable Accommodations

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The G-1437, *Request for Reasonable Accommodation* must be completed and signed by the requester, and submitted via email to the USCIS RAIO Supervisory Adjudications Officer at FLETC, [REDACTED] [REDACTED] and appropriate members of the requester’s chain of command. Medical documentation in support of the requested accommodation may be required.

(b)(6)

Examples of reasonable accommodations include, but are not limited to:

Housing: e.g., requiring ground floor accommodations due to limited mobility, special bathroom configuration such as a walk-in shower or a bathtub, refrigerator in which to store medication, space to store a scooter or other mobility enhancing device.

Classroom accommodations: e.g., requiring seating towards the front or back of the classroom due to visual or hearing impairment, or other physical needs; requiring printed materials in a font size larger than 12pts or a personal transcriber.

Dietary: e.g., requiring a special diet for medical needs.

Medical or other condition that may impact your ability to participate fully in the course: e.g., allergies, migraines, mobility, broken bones, etc.

Religious Accommodations

Employers are required to reasonable accomate the religious beliefs or practices of their employees unless doing so would cause more than a minimal burden on their business operations.

To request a religious accommodation, submit the details of the request and reasoning for the request via email to the USCIS RAIO Supervisory Adjudications Officer, [redacted] and appropriate members of the requester's chain of command.

(b)(6)

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Asylum Training Chief, the Division Chief/Deputy Chief, and RAIO directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, then it will be submitted to FLETC.

It is the responsibility of the participant to make a written request for all accommodations as soon as possible after entering on duty, and no later than six weeks before the start of residential training. It is the participant's responsibility to clearly identify the specific types of accommodation needed to allow him or her to fully participate in RAIO residential training and

(b)(7)(e)
to provide supporting documentation of that need, when possible. Adequate time is needed to consult with the requestor, FLETC [redacted] and the USCIS Office of Equal Opportunity and Inclusion (OEIOI), and to procure necessary equipment or services. Participants who submit requests for accommodation later than six weeks before the training start date may need to defer until a later training session if there is not enough time to arrange for the requested accommodation.

If, after reading the “Information About the FLETC Training Facility” section of the RAIO Directorate Officer Training Handbook, any participant is unclear about whether a possible accommodation may be needed at FLETC, s/he should contact [redacted] the USCIS RAIO Supervisory Adjudications Officer at FLETC, at [redacted] to obtain further information.

(b)(6)

10. DISTANCE TRAINING

Distance Training (DT)/Remote is part of the RAIO Directorate Officer Training Course and is a guided program of study that participants complete prior to attending the Face-to-Face training. Participants remain at their home offices during the DT/Remote component and complete required readings, assignments, and webinars following the Syllabus and Completion Attestation Forms they receive via email. There are DT/Remote components to both RAIO CTP and ADOTP. Participants will receive further information on the division-specific DT/Remotes from their division.

Relationship between the DT and the Remote RAIO CTP

During the RAIO DT/Remote component, the topics covered in the Lesson Plans and recorded webinars are reinforced through practical exercises, discussions, and problem-solving activities.

It is critical that participants complete the assignments during the DT/Remote because:

- The assignments form the basis for some of the classroom discussions and activities during the Face to Face components;
- Participants will be expected to know the material and apply their knowledge during the their mock interviews at the division-specific training; and
- Participants will be tested on these topics during the RAIO DT/Remote and ADOTP trainings.

Instructors approach the DT/Remote and Face-to-Face classes knowing that the participants have acquired basic understanding of the materials; the instructors will not simply repeat the information from the Lesson Plans. Because participants will have read the materials and completed exercises, they are expected to come to class with at least a basic knowledge of the topics and be prepared to actively participate in discussions and exercises.

11. FACE-TO-FACE TRAINING

Participants from the Asylum Division attend the residential F2F training portion of ADOTP at the FLETC in

Registering at the FLETC

(b)(7)(e)

When participants arrive at the FLETC, they will check in at the Visitor Center in located outside the Main Gate. The front desk of the FLETC Visitor Center is open 24 hours a day, 7 days a week for participant check-in.

At check-in, each participant will be issued a FLETC Identification Badge and receive a housing assignment and information packet which includes a map of the campus, local information, shuttle schedule, and the building and room number where class will be held beginning the following day.

The start time will be generally 8:00 am unless students are notified otherwise. While the information packets provided by FLETC may indicate that class begins at 7:30 a.m., note that the first day of the USCIS ADOTP, will begin at 8:00 am.

As noted above, participants should refer to the training courses by their complete names which include the government agency acronym, USCIS ADOTP #__, when dealing with the FLETC officials upon arrival and throughout the residential training.

Schedule

On the first day of each of the Remote and residential trainings, participants receive the daily course schedule with information about the topics instructors will cover each day. Participants are expected to familiarize themselves with the schedule and come to class each day prepared to discuss the materials. Each day's training modules or other assigned materials will be available on the ECN for participants to reference during class.

The RAIO CTP and division-specific components of the training are conducted Monday through Friday, excluding holidays, from 8:00 am – 5:00 pm (including one hour for lunch), unless students are advised of a different start/end time. The final training schedule, including exact class hours, will be distributed on the first day of class of each of the three training components. Due to instructor availability or other needs, there may be times when the class may begin earlier or later than 8:00 am. The Classroom Coordinator will provide advance notice to participants of any schedule change. **Note that during the ADOTP, on mock interview days, the schedule will begin as early as 7:00 am and finish as late as 7:00 pm.** Participants will be scheduled for an 8-hour day within this timeframe.

Materials

As noted above under ENTERPRISE COLLABORATIVE NETWORK (ECN), training materials are located on the RAIO Training ECN site.

Participants will be able to access the training materials on the ECN while at the FLETC, but they will **not** be given printed materials and will not be able to print extensive training materials. If any participants anticipate that they would like hard copies of the materials, they must make their own arrangements while in their home offices to print materials prior to the Face-to-Face training and have them shipped as early as possible to the FLETC at the expense of their home office (see mailing address on page 19).

Participants will be allowed to ship one box of training materials back to their home office at the conclusion of training.

Completion Requirements / Participant Evaluation / Participant Certification Statement

- Training Validation

Validation of training is required by the *Uniform Guidelines on Employee Selection Procedures* (29 C.F.R. § 1607) if passing a course of study is used as a basis for employment decisions (i.e., hiring). The Department of Homeland Security (DHS) validates training according to §1607.14 C. *Technical Standards for Content Validity Studies* identifying the knowledge, skills, or abilities necessary for successful job performance. Following these guidelines, RAIO engaged in a process to validate the training courses for new officers. This process was completed on May 10, 2013. All RAIO Combined Training courses and follow-on division-specific courses are considered validated and, as such, continued employment as an Asylum Officer, Refugee Officer, HQ Adjudications Officer, or Overseas Adjudications Officer is contingent upon successful completion of the validated training courses.

- Completion Requirements

Officers are required to complete the training in its entirety, including completing exams and all assignments.

Officers will be provided with written feedback on certain assignments over the course of their training. Officers who fail to submit their assignments in a timely manner will be contacted by the RAIO Training staff and required to provide an explanation for the delay. Depending on the situation, appropriate steps will be taken, including, but not limited to, contacting the Division Training Chief and notifying local office management.

Officers who are unable to complete or submit an assignment during the DT/Remote portion must notify the Training Coordinators for their class. Officers who are unable to complete or submit an assignment during the Remote or F2F portions must notify the Classroom Coordinators.

Officers are expected to submit written feedback/evaluations for each module and the overall course.

- RAIO CTP Exams

There will be two multiple choice exams administered during the DT/Remote component of the RAIO CTP. Participants must achieve a cumulative score (the average score of the two multiple choice exams) of 70% in order to pass the combined curriculum portion of the RAIO CTP.

- Division-Specific Exams

ADOTP: There will be one multiple choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. Participants must achieve the minimum score set by the Asylum Division in order to pass the ADOTP.

Officers must pass both the RAIO CTP and division-specific training to retain their positions. The test scores for the combined and the division-specific portions of the training are independent of one another. ***Thus, in order to pass the courses, participants must achieve a cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. Asylum participants must first pass the RAIO CTP before moving on to the division-specific portion of the training.***

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures. If a student is unable to successfully complete the course due to unforeseen absences for good cause in excess of 24 hours during the training, the participant may be provided with another opportunity to attend and successfully complete the trainings (see section on Attendance and Leave).

- RAIO Training Certification Statement

Participants are required to read and sign a RAIO Training Certification Statement in their home offices prior to beginning the DT, attesting to their understanding and acknowledgement of these standards and the consequences of failure to achieve these standards.

In signing the certification statement, participants attest to their understanding that, for both probationary and non-probationary officers, successful completion of the required course(s) is a requirement for the position. As noted above, there are exams during the RAIO CTP and the division courses, as detailed in the information memo and this training handbook. The test scores for the RAIO CTP and the division-specific portions of the training are independent of one another; in order to successfully pass the course(s), participants must achieve a minimum cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. See **Completion Requirements** above for additional information.

Participants must read and sign the RAIO Training Certification Statement and obtain their office director's signature on the Statement. After this is done, participants must:

- Scan the statement and attach the electronic document to their copy of the RAIO CTP Student Information Questionnaire; and
 - Return the original copy to the participant's office director who will place the RAIO Training Certification Statement in the participant's personnel file in their local office.
- Instructions for Attaching RAIO Training Certification Statement to Student Questionnaire
 1. Participants should go to the Student Database to find their record (it should be the only record they see).
 2. Hover the mouse over the participant's last name to find a small down arrow that will open a menu of selections.
 3. Click on "Edit Item" in the menu. (b)(7)(e)



4. The participant's questionnaire will open. Scroll to the bottom and click on the button to attach a file, which will be the last item on the questionnaire.
 5. Follow the prompts to select the file of the scanned training certification statement.
- The local training officer or division liaison is responsible for ensuring that this statement is completed prior to the DT.

Participant Conduct and Dress Code

Professionalism is a core value of the RAIO Directorate, USCIS, and DHS. This value is reflected in various core competencies in our Performance Plans and Appraisals.

Failure to adhere to the following guidance, expectations, and requirements will be treated as unprofessional conduct. The consequences of such failure may include verbal and written counseling that may be reported to division managers and could result in the participant being required to leave training, disciplinary action, or otherwise have an impact on the participant's status within the agency.

- Participants are expected to be prompt, attentive, cooperative, respectful, and courteous to fellow participants and instructors.

- Participants are required to report to class at scheduled times and to return promptly from scheduled breaks. Tardiness disrupts the learning process and is disrespectful of the other students as well as the instructors and other training staff.
- Participants are prohibited from using cell phones or other similar electronic devices in class, and are not permitted to text or surf the internet during class. Cell phones and personal electronic devices are to remain off the employee's desk or work area. Regular breaks will be provided during the training day during which the employee may make calls or check messages if needed. It is recommended that the employee provide the contact information for the training coordinators and the facility for emergency purposes to personal contacts (i.e., family, school, etc.).
- Participants are to wear appropriate attire, consisting of business casual or dress apparel as dictated by the activities of the course. Jogging suits, jeans, tee-shirts, shorts, tank tops, flip-flops, sneakers, and similar leisure wear are not authorized as attire to be worn while participating in course activities. Participants may be required to wear appropriate business professional attire for certain class activities, for example, for the class photo, at graduation, for special guest speakers, and during certain mock interview exercises. Also note that the FLETC requires participants who use the Physical Training Complex (the gym) to wear FLETC-issued workout clothing (note: you may wear your own spandex clothes under the FLETC-issued workout clothing).
- Participants should not share information between the courses. Running concurrent RAIO CTP courses allows participants to create strong working relationships with officers throughout the directorate. However, **requesting or sharing information about the exams is prohibited.**

Use of Computers while at the FLETC

- Laptop Use during Training

All participants will use laptops during the DT/Remote and F2F trainings. Students should be issued laptops in their home office to bring with them to the FLETC.

Throughout the DT/Remote and F2F course, participants will need to download materials from the ECN to their laptops. **Therefore, participants must bring their assigned laptop to class each day unless they are told otherwise.**

The FLETC classrooms do not contain docking stations, computer monitors, or keyboards for use with the USCIS laptops. Participants are not permitted to leave USCIS laptops in the classroom overnight; there may be lockers available near the classroom in which to lock laptops. Participants must provide their own lock.

- FLETC user name and password

(b)(7)(e)

Approximately one week prior to the beginning of F2F training at FLETC [redacted] FLETC will email participants a user name and password to access the FLETC Guest Network to link to the USCIS Network and ECN. It is important that participants have this information on the first day of trainings at FLETC [redacted]. Students will be required to acknowledge and comply with the FLETC IT Rules of Behavior.

- PIV cards

Participants will need USCIS-issued PIV cards to access their laptops and to access the FLETC campus. Each participant must, therefore, obtain a USCIS PIV card and bring it to the FLETC.

NOTE: Participants are personally responsible for their assigned laptop and accessories, PIV card, and U.S. government thumb drive (if issued) and will be required to complete a Significant Incident Report (SIR) if any of these items is lost or damaged. RAI0 follows the DHS policy on limited personal use of laptops. Please click [here](#) to view the Management Directive regarding personal use of government office equipment. Consequences of failing to adhere to these policies may include verbal and written counseling that may be reported to division managers, disciplinary action, and could result in the participant being required to leave training and otherwise have an impact on the participant's status within the agency.

- Personal Laptops

Participants are not allowed to use personal laptop computers for classroom work during the training. Also, participants may not use the Wi-Fi access provided by the FLETC for course work on their personal computer or electronic devices. Participants may purchase Wi-Fi access for personal use through the FLETC Express.

As noted above, participants are responsible for all government-issued equipment and will be required to account for and return (if applicable) the government-issued laptop and all accessories at the end of training.

Non-Fraternization²

The RAI0 Directorate prohibits unprofessional relationships between staff members and students attending the RAI0 CTP and any division officer training course. In order to avoid the appearance of special treatment or any other such conflict of interest, participants, instructors, and training staff are required to adhere to a policy of non-fraternization. Interaction between participants, training coordinators, instructors, and role players outside of class must be confined to course-organized activities to which all are invited, such as a class party or event, pre-arranged lunchtime "meet and greet" sessions with guest speakers, and discussions with instructors during class breaks when all students have equal access to the instructors. Additionally, this non-fraternization policy extends to activities and relationships of staff members that may create the

² This Policy is adapted from the USCIS Academy Training Center's Policy on Fraternalization. Version 4, Release Date: 6-13-2016

appearance or perception of impropriety. All RAIO staff members and visiting instructors have signed this non-fraternization policy. Any staff member who engages in an unprofessional relationship with a student is in violation of this policy and may be subject to disciplinary action.

Medical Emergency Procedures during Face-to-Face Courses

Recognizing that there may be medical emergencies during the residential training, while also recognizing the need for discretion, RAIO requests that students and training staff provide, on a voluntary basis, up-to-date medical information in a sealed envelope to be opened only in the case of an emergency where the injured/ill individual may not be able to relay vital information. An *Emergency Information During RAIO Residential Training* form and envelope will be provided to the participants on the first day of the residential training. In the event that it becomes necessary to open this envelope, the information contained therein will only be shared with those individuals who have a need to know for purposes of addressing the medical emergency. These envelopes will be kept in a secure location during the residential training. At the end of the residential training, all envelopes will be returned to participants or shredded. Please see the SOP for Medical Emergencies.

If emergency medical attention is needed when the Health Unit is closed, participants should immediately contact the 24-hour FLETC Security Dispatcher at [redacted] (b)(6) from any FLETC on-site telephone). It is important to notify the FLETC Security so they can coordinate the arrival of an ambulance and avoid unnecessary delays in locating the participant on the FLETC campus. Participants should not hesitate to contact RAIO and division training staff in case of a medical emergency.

12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING

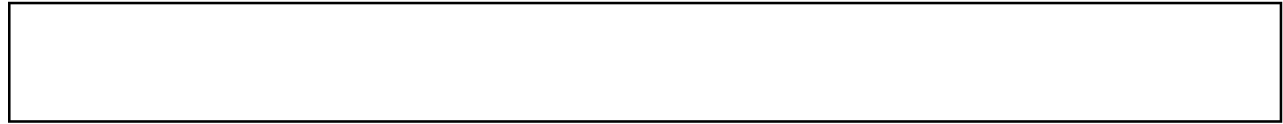
At the conclusion of the DT/Remote RAIO CTP, participants will attend ADOTP DT/Remote, and then ADOTP F2F, which will occur in residence at the FLETC.

(b)(7)(e)

13. INFORMATION ABOUT THE FLETC TRAINING FACILITY

The FLETC is a large [redacted]

The FLETC- [redacted]



Housing

According to the FLETC’s housing policy, all participants are required to reside in on-center or in FLETC-provided housing during the training course unless a reasonable or special accommodation for alternative housing has been approved by FLETC. **The FLETC does not provide information about specific housing assignments to participants prior to on-site registration and does not factor participants’ personal preferences when making lodging assignments.** Housing will be assigned to participants when they arrive at the facility and check in at the FLETC Visitor Center.

Participants will be housed either on the FLETC campus or in a nearby hotel and provided daily transportation to and from the FLETC via FLETC buses. **Not all FLETC housing assignments, both on and off center, are accessible for those with disabilities.** Possible housing scenarios include:

- Private rooms with private bathrooms,
- Private rooms with a shared bathroom, and
- **Shared rooms with shared bathrooms** when necessary due to space limitations.

Dormitory rooms on the FLETC campus are for student use only; there are no facilities on campus to house spouses, families, etc. Any problems or complaints about the housing facilities should be discussed initially with the Desk Clerk at the student’s assigned dorm or hotel. If the problems are not adequately resolved after allowing the Desk Clerk a reasonable amount of time, then a written complaint should be submitted to the FLETC Program Manager. Requests for room changes must be made through the Class Coordinator and FLETC Program Manager. Any request to change rooms must be supported and must be approved by the FLETC Housing Manager. Participants may not reside in other than FLETC-assigned housing without prior approval by the RAIO Associate Director or Associate Deputy Director and after a lodging waiver has been approved by the FLETC.

Meals

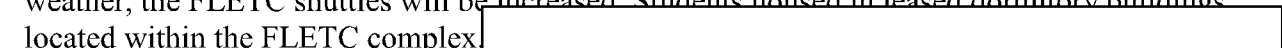
The Dining Hall, located in provides cafeteria-style service featuring a varied food selection. The Student Center Grille, located in serves a “grab-and-go” style lunch. A variety of nutritious foods are served by the FLETC that will meet participants’ individual dietary requirements.





Transportation at the FLETC

The FLETC shuttle buses operate before, during, and after weekday training hours. In clear weather, students are expected to walk to and from all locations at the FLETC. During inclement weather, the FLETC shuttles will be increased. Students housed in leased dormitory buildings located within the FLETC complex,



Visitors

As of February 2016, the FLETC instituted a policy barring all student visitors from the FLETC campus, except for guests attending a participant's graduation ceremony. Any student who wishes to have a guest at the graduation ceremony should inform the FLETC Program Manager as soon as possible after arriving at FLETC, so that required vetting can be conducted by FLETC in advance of the graduation.

Guests who are not U.S. citizens are subject to additional background vetting and must be submitted at least 30 days in advance of the graduation by the FLETC Office of Security and Emergency Management. If a participant knows they will have a guest who is not a U.S. citizen, s/he should advise the FLETC Program Manager immediately upon arrival at the FLETC, or before.

The FLETC Health Unit

The FLETC Health Unit is open Monday to Friday, from 7:00 am to 5:30 pm (excluding Government holidays).

If you are injured while attending training at the FLETC, notify the Class Coordinator or the FLETC Program Manager. They can assist in getting you to the FLETC Health Unit or to local doctors or urgent care centers, if necessary. Minor injuries can typically be treated by the FLETC Health Unit. Serious injuries typically require a student to be transported to an off-center medical facility via a FLETC shuttle if the injury occurs when the FLETC Health Unit is open. If a participant is treated off-center, s/he may be responsible for payment at the time treatment is provided. The participant must return to the FLETC Health Unit prior to rejoining class. If the injury is training-related, the participant may be eligible for Workers Compensation. The FLETC Health Unit staff will provide a detailed explanation on the Department of Labor, Office of Workers Compensation Program (OWCP) Form CA-1, and will also provide a notice of medical absence.

If a participant's injury is not training-related, the Health Unit will still provide limited assistance during business hours. If you have a serious illness or injury that is not training-related, the Health Unit will arrange an appointment with an off-center medical facility and provide transportation to that appointment. Students are responsible for any non-FLETC medical costs incurred for the treatment of injuries or illnesses that are not related to training. Each trainee is strongly advised to have his or her own health insurance policy in effect when attending residential training.

Counseling and Other Services

(b)(6) (b)(7)(e)

As USCIS employees, participants are entitled to utilize an on-site Health Unit, counseling, and other work life tools provided through the FLETC or the Federal Occupational Health (FOH) program.

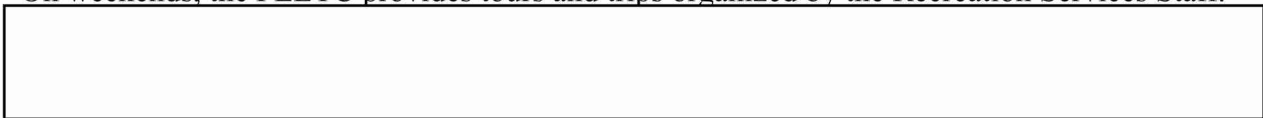
The FOH **Employee Assistance Program (EAP)** provides counseling services and support 24/7 and can be reached at [redacted]

There are numerous additional resources available that provide assistance around the clock through the *WorkLife 4 You* program. For online resources, visit [redacted] for self-help tools and other resources or [redacted] (new user registration code: USCIS).

The FLETC provides access during business hours/days to the Health Unit for illnesses and injuries and also provides 24/7 counseling services. Please see the FLETC Student Handbook for information about how to access these services.

Recreational Activities

On weekends, the FLETC provides tours and trips organized by the Recreation Services Staff.



outings. Students participating in FLETC sponsored trips are expected to depart and return to the FLETC on the FLETC provided transportation. Car rental agencies, taxi services, and bicycle rentals are available in the area at the participants' own cost.

Outside Calls

Family members will typically contact participants on the participant's personal cell phone. Additionally, each participant will have a phone in his/her room with voicemail capabilities. Participants will be able to obtain their personal room phone numbers once they check into the FLETC facility and may provide these numbers to family and friends. In the event of an emergency and a family member is unable to reach a participant, family members may contact the Class Coordinator or FLETC Program Manager. Participants should feel free to provide these numbers to family members to use in the event of an emergency and the participant cannot be reached.

Mail

Participants may receive mail via the U.S. Postal Service (USPS), UPS, and FedEx at the FLETC by using the following address:

FLETC (b)(6) (b)(7)(e)
Participant's name
Class title and number* (Use FLETC's complete course name and number:
USCIS ADOTP #)

* See the Information Memo sent to all students prior to the start of the RAIIO Combined Training for the name and number of the ADOTP class.

All mail (including items sent via UPS or FedEx) will be held for pick-up by the recipient at the U.S. Postal Service office at the FLETC.

FLETC Security

The FLETC provides around-the-clock security for the campus and screens all entrants to the FLETC. If a participant finds him or herself in an unsafe situation or in need of urgent assistance, s/he should not hesitate to contact FLETC Security by calling [redacted]. In a medical emergency, a participant should call the FLETC Security who will contact local emergency medical services, facilitate their entry to the FLETC, and immediately direct them to the participant's location.

For Additional Information

For additional information about the FLETC training facility, participants should review the FLETC website (www.fletc.gov). You will receive an electronic version of the FLETC Student Handbook when you arrive at the FLETC (also available [here](#)); the handbook contains additional resources and guidance you can reference while you are in training at the FLETC. Please review the FLETC Student Handbook upon your arrival.

14. DHS ANTI-HARASSMENT POLICY

DHS, USCIS, and the FLETC maintain a zero-tolerance policy with regard to harassment. For information on this policy and how to report incidents of harassment, see:

- [DHS Anti-Harassment Directive](#)
- [USCIS Anti-Harassment Policy](#)
- USCIS Anti-Harassment hotline: [redacted]
- FLETC EEO Division: [redacted]
- [FLETC Guidance and Reporting Procedures](#): Refer to FLETC's Anti-Harassment and Discrimination Policy found in the FLETC Student Handbook.

Pursuant to the DHS Anti-Harassment Directive:

Any person who believes that he or she has been subjected to, or has been a witness to, harassment in violation of this policy must report the matter promptly pursuant to procedures established by the Component.

Please see the links above for reporting procedures.

Reporting incidents pursuant to this Directive does not affect an employee's right to file an EEO complaint of harassment or discrimination. For information on filing an EEO complaint, please see: [USCIS EEO Complaints Resolution Division](#)

USCIS – REFUGEE, ASYLUM, AND INTERNATIONAL OPERATIONS DIRECTORATE (RAIO)

RAIO DIRECTORATE OFFICER TRAINING HANDBOOK

Information for new officers, managers, support
staff, and training staff

March 11, 2020

This handbook provides information for students (“participants”), managers, support staff, and training staff to help new officers prepare to attend the RAIO Directorate Officer Training. It should be read in conjunction with the memorandum issued by the RAIO Training Chief prior to each course, which gives additional information about the courses that comprise the RAIO Directorate Officer Training, and additional requirements.

Letter to New Officers at RAIO from the RAIO Training Staff

Congratulations on being selected to your new position and welcome to RAIO and the Asylum Division! This handbook, along with the student memorandum provided prior to the training, will provide you and the managers, support staff, and training staff with an informative guide to help you prepare for, understand the expectations of, and make the most of your training experience.

The RAIO Directorate is committed to providing you quality training that will prepare you to fulfill your duties as an officer at RAIO and achieve USCIS' critical humanitarian missions. The training that you will receive is extensive and in-depth; this investment in training reflects RAIO's commitment to you, a valued employee who will assist in achieving our critical mission. The training for new officers at RAIO consists of two components: a combined RAIO Directorate component (RAIO-CTP) that all new officers attend and a division-specific component (with a few exceptions; see Training Attendance Requirements). The training will consist of the following components:

- RAIO Directorate (RAIO-CTP) Combined Distance and Remote Training, which will occur in the home office, and consists of a combination of pre-recorded and live webinars, exercises, and exams;
- Asylum Division (ADOTP) Distance and Remote Training, which will occur in the home office and consist of a combination of pre-recorded and live webinars; and
- Asylum Division (ADOTP) Face-to-Face training, which is a residential training conducted in a formal classroom setting at the Federal Law Enforcement Center (FLETC) in (b)(7)(e)

The main goals of the RAIO CTP are to ensure consistency in adjudications across the RAIO Directorate, to increase efficiencies, and to avoid redundancies in training. In addition to learning the subject matter of the course, the ADOTP residential training provides a unique opportunity for you to meet and get to know your RAIO colleagues from other offices—colleagues with whom you may work in the future and to whom you may turn for information and support. Your ability to develop positive relationships with your RAIO colleagues will help you greatly in your career with RAIO and beyond.

During RAIO CTP, you will learn about the laws, policies, and procedures relevant to the core RAIO mission; you will learn the information, skills, and hands-on procedures specific to the Asylum Division during the Asylum Division Officer Training Program (ADOTP). If, later in your career, you transfer to another division within RAIO, generally, you will be required to attend only the division-specific training component of the division to which you are transferring; unless you fall outside specified timeframes, you will not attend the RAIO CTP again.

The courses you are about to attend are very rigorous and will demand your full attention and participation. The training staff at RAIO is dedicated to helping you get the most out of the training that you can, and you can turn to us for any concerns you may have. We want to make your training not only useful in preparing you for your challenging and critical work, but also a

rewarding, positive experience in your development as an officer at RAIO and as a U.S. government public servant.

On behalf of everyone on the training staff at RAIO HQ and Asylum HQ welcome to the RAIO training courses! We are looking forward to working with you.

Table of Contents

1. RAI0 TRAINING FOR NEW OFFICERS – OVERVIEW.....	5
2. CODE OF CONDUCT	7
3. ATTENDANCE REQUIREMENTS / LEAVE.....	7
Work Schedule and WebTA Arrangements	7
Attendance and Leave.....	8
Requesting Leave.....	Error! Bookmark not defined.
Inclement Weather and Emergency Preparedness.....	9
National Security Information (NSI) Initial Indoctrination Briefing.....	10
Office of Personnel Management (OPM) Background Investigation Interview	10
4. DEFERMENT FROM THE RAI0 DIRECTORATE OFFICER TRAINING	10
Deferment Policy	10
Requesting a Deferment.....	11
5. ENTERPRISE COLLABORATION NETWORK (ECN)	12
6. ACCESS TO COMPUTER DATABASES AND E-MAIL	13
7. HOME OFFICE TRAINING RESPONSIBILITIES.....	13
8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION	14
Travel Authorizations	14
Funding Codes	15
Scheduling your flight and making arrangements with the FLETC.....	16
Creating Student Travel Authorizations	19
FLETC Self-Registration Process.....	20
9. ACCOMMODATION REQUESTS.....	22
Reasonable Accommodations.....	22
Religious Accommodations	23
Special Accommodations.....	23
10. DISTANCE TRAINING	24
Relationship between the DT and the Remote RAI0 CTP.....	24
11. FACE-TO-FACE TRAINING.....	25
Registering at the FLETC	25
Schedule.....	25
Materials	26
Completion Requirements / Participant Evaluation / Participant Certification Statement	26

Participant Conduct and Dress Code	28
Use of Computers while at the FLETC.....	29
Non-Fraternization.....	30
Medical Emergency Procedures during Face-to-Face Courses	30
12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING.....	31
13. INFORMATION ABOUT THE FLETC TRAINING FACILITY	31
Housing.....	31
Meals.....	32
Transportation at the FLETC	322
Visitors.....	33
The FLETC Health Unit	33
Counseling and Other Services.....	333
Recreational Activities.....	34
Outside Calls.....	34
Mail.....	344
FLETC Security	35
For Additional Information.....	35
14. DHS ANTI-HARASSMENT POLICY	35

1. RAIO TRAINING FOR NEW OFFICERS – OVERVIEW

The training for new officers at RAIO is titled the RAIO Directorate Officer Training Program. It consists of a combined RAIO Directorate component that all new officers attend and division-specific components attended by officers from those divisions (with a few exceptions; see below). The combined training program resulted from a broader RAIO restructuring effort to create a more cohesive and integrated directorate and, as such, covers topics that officers from all three divisions need to know. The division-specific components address topics that officers who perform the adjudications of that division need to know to conduct their specific duties, such as division-specific casework, policies, and procedures.

All new Asylum Officers attend:

RAIO Combined Training Program (RAIO CTP)

- Distance (DT) and Remote Training:
An approximately 200-hour Distance & Remote training that new officers complete while in their home offices. This includes pre-recorded and live webinars. (Note: In addition to the 200 hours of RAIO CTP DT/Remote, ASM has additional DT/Remote days: + 48 hours).
- As part of RAIO CTP Distance & Remote Training, time is included for Officers to observe both Affirmative and APSO interviews.

Asylum Division Officer Training Program – ADOTP:

- The Asylum Division Officer Training Program – ADOTP consists of a roughly 48-hour combined Distance and Remote Training in the officer's home office, including pre-recorded and live webinars.
- There is also a 13-day Face-to-Face training conducted at the Federal Law Enforcement Training Center (FLETC) in (b)(7)(e)

Officers attend the RAIO CTP and ADOTP, except in certain circumstances for individuals who are exempt. Information about who attends which courses is outlined in the Training Requirements Chart, found on the RAIO Training ECN site.

The RAIO CTP and ADOTP comprise a rigorous training program. Training materials consist of modules that include lesson plans, numerous accompanying memoranda, articles, precedent Board of Immigration Appeals, Federal, and Supreme Court decisions, and other materials. The courses are taught by experts from the RAIO divisions, other government agencies, and several non-governmental entities.

Time is given during the Distance Training (DT) for participants to read RAIO CTP lesson plans and certain division-specific materials. Given the intensive schedule once the remote and Face-to-Face residential courses begin, it is required that participants read the training materials prior to the beginning of remote training and complete the requisite attestations. Officers who have

attended RAIO and division-specific basic training courses in the past have stressed the importance of reading course materials before receiving instruction on the training materials.

The lesson plans are available on the ECN at: (b)(6)

Other Helpful Tips for preparing to attend the RAIO CTP and ADOTP:

- Observe interviews (where possible)
- Practice note-taking and drafting assessments of interviews you observe and compare with decisions prepared by senior officers (where possible)
- Read decisions prepared by senior officers
- Bring to the Face-to-Face trainings any interview and decision-making/writing tools used in your office

- Polish your typing and computer skills in advance of the training

Participant Feedback

RAIO considers participant input and feedback received throughout the courses as essential to the success of future training programs and incorporates such feedback into the development of RAIO training courses. The current courses have been shaped in part by feedback from officers who attended earlier courses. Participants are therefore expected to provide honest and constructive feedback about topics including, but not limited to, the overall management of the course, materials, instruction, and the training venue.

Key to abbreviations used in this document

Note: RAIO and the FLETC have different designations for the same courses. Please pay attention to the highlighted sections below and use the appropriate FLETC course name and number when communicating with the FLETC officials.

ADOTP	Asylum Division Officer Training Program (terminology used by the USCIS RAIO Directorate)
USCIS ADOTP	Asylum Division Officer Training Program (official course name used at FLETC; <u>participants should use this name and corresponding course number when communicating with FLETC officials</u>)
DT	Distance Training (conducted in home office)
F2F	Face-to-Face training: term used to indicate in-person, residential training
FLETC	Federal Law Enforcement Training Center

RAIO CTP	RAIO Combined Training Program (terminology used by the USCIS RAIO Directorate)
REMOTE	RAIO and Asylum Division training conducted in the officer's home office via pre-recorded and live webinars.

2. CODE OF CONDUCT

(b)(7)(e)

Professionalism and respect are integral components to the collective success at training. Per the FLETC [redacted] Student Handbook, "you must be constantly aware that your behavior both at FLETC and in the local community is reflective not only of yourself, but also of the Federal Government, the FLETC and the agency that you represent and work for. Model conduct is particularly important in your dormitories, where the right of others to an environment conducive to study and rest is paramount. Misconduct on or off the FLETC, at any time, is grounds for disciplinary action, to include dismissal from training."

The FLETC Handbook outlines important aspects of inappropriate conduct in the classroom, such as, "sleeping, eating, the use of ear buds, the use of tobacco products, talking on cell phones, and reading of non-training related material is strictly prohibited in the classroom. Prior to a classroom lecture or during an authorized break, any student who wishes to make an actual telephone call must exit the classroom and hallway so other students are not disturbed. Students can use unoccupied breakout rooms or go outside to make phone calls. Once a lecture begins and/or resumes, all electronic devices, unless being used to take notes or view course material, must be completely turned off and stored out of view. Non-alcoholic drinks may be permitted in the classroom, provided the beverage containers have a lid. Certain training locations, such as computers labs, may prohibit beverages."

As outlined in the RAIO Combined Training Program Student Honor Code, all students are responsible for reviewing the FLETC [redacted] Student Handbook. Information pertaining to "Standards of Conduct" begins on page 8.

3. ATTENDANCE REQUIREMENTS / LEAVE

Work Schedule and WebTA Arrangements

Typically Officers will work a standard 8 hours day/5 days per week work schedule while in training status; however, due to operational and other considerations, office leadership may permit Officers to retain an Alternative Work Schedule (AWS) during the DT/Remote, as long as such an arrangement is approved by the Asylum Office Director/Deputy after taking into account relevant factors. All Officers are expected to participate in any live sessions scheduled during the DT/Remote and must plan their work hours to allow sufficient time to be present for all exams, scheduled live webinars, and required DT/Remote training sessions/meetings, if applicable. If on an approved telework schedule, Officers must nevertheless be present in the office for interview observations and Exams and Exam-related sessions, as indicated on the DT/Remote Syllabus and Schedule.

All employees attending ADOTP F2F residential training are considered to be in training status and are required to work a basic work schedule (8 hours per day, 5 days per week, fixed arrival and departure times). Note: On at least three days of the F2F ADOTP, mock interviews will take place and students will be on a sliding schedule that could start as early as 7:00am and end as late as 7:00pm. On mock interview days, all students will work 8 hours to accommodate their scheduled mock interview grouping. If a participant is normally on an AWS, the AWS is suspended for the duration of the Face-to-Face trainings, beginning on the first day of the pay period in which the Face-to-Face training begins. To determine when an employee's AWS schedule will resume upon return from training, the employee should check with the local office. Prior to beginning the ADOTP Face-to-Face training, participants who are currently on an AWS must inform their local timekeeper that they will be changing their work schedule to a basic work week.

Note: Employees attending this training are not authorized to receive premium pay in the form of overtime or comp time. Please see OPM's Training Policy Handbook: Pay of the Employee.

Attendance and Leave

The attendance and leave policy begins with the first day of the RAIO CTP DT/Remote component and continues for Asylum Officers through the end of the ADOTP Face-to-Face training. This policy follows USCIS Academy guidelines on leave while in training status. Participants may accumulate no more than four and a half days (36 hours) of absences from the start of the DT/Remote component of the RAIO CTP and throughout the duration of ADOTP.¹ Officers are highly encouraged to conserve some of the leave ceiling for potential use during Face-to-Face training in case of unexpected illness/absence. Absences in excess of this ceiling will result in the participant's failure to complete the requirements of the course and will require the participant to retake the entire course.

Annual leave will not be granted while participants are attending the DT/Remote or F2F training, except under exceptional circumstances as determined by local offices leadership and supervisors in consultation with Asylum HQ Training, as needed. Annual leave cannot be taken during multiple choice and mock interview exam hours; exams cannot be taken at alternate times and will not be rescheduled. Leave on days of practice mock interviews is highly discouraged; practice mock interviews will not be rescheduled and cannot be made up.

Sick leave will be granted as required and is counted toward the four and one half days (36 hours) total allowable leave.

Leave During Remote

Participants who need to take leave during the RAIO CTP DT/Remote component or the ADOTP DT/Remote component, or who need to take leave during the F2F component but request this leave prior to the F2F component, must do the following:

(b)(7)(e)

¹ The FLETC Student Handbook may indicate a different leave policy; however, RAIO follows USCIS Academy policy on leave.

1. Discuss the leave request with participant's supervisor and office leadership in consultation with Asylum HQ Training, as needed. Participant's supervisor/office leadership must: consider the information in this handbook and weigh the purpose for the leave with the implications of missing portions of the training. Participant's supervisor/office leadership must carefully review the dates requested with the course schedules to determine whether the leave request could impact the participant's ability to successfully complete the course. Please be aware that class sessions will not be repeated or otherwise available for those who are absent during training. Participants are nevertheless responsible for the materials covered, some or all of which may be included on the examinations.
2. If the participant's supervisor/office leadership approves the leave request, the participant must complete the Leave Notification Form, including obtaining all applicable signatures. The participant will then email the completed Leave Notification Form to the participant's office leadership and (b)(6)

Leave During F2F training

Participants who miss class due to illness during the F2F components at the FLETC must inform the training staff and report to the FLETC Health Unit.

Participants who must take annual leave during F2F must send an email to this first line supervisor informing him/her of the leave and copy the Classroom Coordinator for the relevant course. Please note that this only applies to leave taking during F2F that is requested during in F2F. For leave taken during F2F that is requested prior to F2F, please follow the "Leave During Remote" instructions above.

Participants who are late for class must take annual leave for the time they are out of the classroom, and must send an email to their first line supervisor informing him/her of the leave and copy the Classroom Coordinator for the relevant course. Failure to do so may result in disciplinary action.

(b)(7)(e)

Inclement Weather and Emergency Preparedness

For information about emergency preparedness at the FLETC in please visit the FLETC website. Training staff in will assist with coordinating a response in the event of any emergency.

Additionally, when forecasts indicate that a catastrophic occurrence or impending disaster (e.g., hurricane, forest fire) will affect a specific geographic area, RAIO, with concurrence of the USCIS Director, may proactively identify these areas and notify affected students that emergency leave is an option to consider. In those circumstances, students from the impacted areas will have the option of going home to prepare or care for their families and/or property. While RAIO will reimburse the travel expenses for that return in accordance with USCIS travel policy, air travel must still be arranged through the government contractor.

National Security Information (NSI) Initial Indoctrination Briefing

The Office of Security and Integrity (OSI)/Personnel Security Division may email training participants indicating that the participant is required to attend a National Security Information (NSI) Initial Indoctrination Briefing within 15 days to complete the requirements for the employee's security clearance. If you receive the notification prior to the start of RAIO Directorate Officer Training, it is recommended that you complete the briefing in advance of the training, with the concurrence of your local office. Participants are not permitted to miss portions of the RAIO CTP Face-to-Face or the division-specific Face-to-Face trainings to complete the NSI Initial Indoctrination Briefing.

Click [here](#) to schedule your NSI Initial Briefing. The training is scheduled through PALMS. If the dates listed in PALMS conflict with your training schedule then check back regularly to see if new dates have been added. If you have any questions, please contact



(b)(6)

The course name is USCIS: Initial Classified NSI Briefing. Training is typically offered every other week via Webex. If you are unable to attend a briefing you have registered for in PALMS you must cancel enrollment from the USCIS: Initial Classified NSI Briefing in PALMS to free up the seat for another employee.

Office of Personnel Management (OPM) Background Investigation Interview

OPM may contact participants during the RAIO CTP or ADOTP portion of the training requesting to schedule an interview with OPM at a time that is convenient for the employee. Participants are not permitted to miss any portion of the RAIO CTP Remote or Asylum Division Remote or Face-to-Face training to interview with OPM. The OSI/Personnel Security Division has informed RAIO that participants can schedule the interview after they have completed the training and returned to their home office.

4. DEFERMENT FROM THE RAIO DIRECTORATE OFFICER TRAINING

Deferment Policy

All newly onboarded officers are expected to attend the soonest available RAIO CTP and ADOTP. In exceptional cases, an employee may need to request a deferment from their RAIO Directorate Officer Training class. Exceptional cases are those found within the Family Medical Leave Act, such as: birth or adoption of a child, care for an immediate family member with a serious health condition, or serious health condition of the employee.

Additionally, consideration may be given for personal reasons such as child care issues or situations where the employee has pre-approved leave and has already committed funds for an activity that will occur during the training dates, as annual leave in excess of three days is not authorized while in training status. Examples of these activities may include professional examinations such as the Bar Exam, non-refundable vacations, weddings, etc.

If a deferment is granted, it is expected that the participant will attend the next available RAIO Directorate Officer Training class. If the deferment is not granted, it is expected that the participant will attend the class as originally scheduled.

Requesting a Deferment

The procedures for participants to request a deferment from any component of the RAIO Directorate Officer Training are as follows:

IMPORTANT NOTE: Because there may be sensitive information included in deferment requests, deferment requests should only be sent to those with a “need to know” who are listed below.

1. The participant discusses the deferment request with local office leadership, considering the information in this handbook and weighing the purpose for the deferment with the implications of missing the training.
2. The participant submits a written request detailing the reasons for the deferment request, along with any supporting documentation, through local chain-of-command.
3. If the Asylum Office Director or Deputy Director approves the request at the local level, then he or she makes a written request to the Asylum Chief and Deputy Chief, copying the Asylum Training Chief (and his/her designee) and the RAIO Training Chief (and his/her designee). (Please contact the division Training Branch Chief and the RAIO Training Chief to find out who their designees are, if any.)

The request must include:

- The officer’s request for the deferment and any supporting documentation;
 - Local leadership’s (ASM POC’s enumerated above) statement of approval of the request; and
 - Local leadership’s statement as to why approval of the request is “in the best interest of the government.”
4. The Division Chief or Deputy Chief reviews the request and, if he or she concurs with local leadership’s approval, forwards the request for deferment with his/her concurrence to the RAIO Training Chief for final determination, copying the division Training Branch Chief.
 5. The RAIO Training Chief approves or denies the request for deferment and advises the Division Chief and Deputy Chief of the decision, copying the division Training Branch Chief. If the decision is to deny the request, the RAIO Training Chief provides an explanation of the reason for the denial.

6. The Division Training Chief, in conjunction with the division leadership, communicates to local leadership the decision on the deferment request. Local leadership will then inform the officer of RAIO leadership's determination to approve or deny the deferment request.

5. ENTERPRISE COLLABORATION NETWORK (ECN)

Participants will use the ECN regularly before and during their training. No later than five business days after entering on duty at the home office, participants MUST complete their [RAIO CT Student Information Questionnaire](#) and click on the Save button on the top left corner of the page to upload the completed questionnaire to the ECN. Completing the questionnaire allows for an individual participant "dropbox" to be created in the ECN, where participants will post information, documents, and assignments prior to and during the DT, Remote, and the Face-to-Face trainings. Instructors and training coordination staff use the student questionnaires to become familiar with the class composition, prepare for practical exercises, and prepare course completion certificates.

Sites have been created on the ECN specifically for use during the training by participants and instructors. While anyone with a working USCIS email address can access RAIO Training Modules and Division Lesson Plans on the [RAIO Training ECN site](#), the ECN site for specific Face-to-Face training courses is only available for participants who are assigned to that course; however, the site will not be accessible until participants have been registered for a particular training course.

Once participants are registered to their assigned course, they will be able to use their Remote and Face-to-Face class sites to access course materials, read biographic information about course instructors, review the weekly course schedule, upload assigned work, and access other training materials.

A separate ECN site is used throughout the DT, and is available for all officers as they begin the DT component of the RAIO CTP. Instructors will use these ECN sites to provide participants with information and materials, and to collect participants' written exercises completed during the DT, Remote, and Face-to-Face trainings.

If possible, participants should familiarize themselves with the ECN prior to the start of the RAIO DT. For example, participants can peruse the [RAIO Training home page on the ECN](#) and review this [ECN Skills PowerPoint](#). Participants can also learn how to navigate to their personal dropbox and upload documents to it. Having a clear understanding of how to navigate the ECN and how information will be viewed and uploaded in advance of the DT is helpful. In addition, optional webinars may be offered intermittently or as recordings, to assist participants in understanding how to access and use the ECN.

The ECN link to your course site will be provided via email prior to the start of the course.

NOTE:

Because of the limited capacity of the ECN dropboxes, the materials that participants upload to their ECN dropboxes during the DT, Remote, and Face-to-Face courses will be deleted from the

dropboxes after the completion of the respective division training courses. This will be done sometime after 30 days after the end of the course. Participants are personally responsible for saving any work they wish to retain for their records.

Participants are strictly forbidden to share materials obtained or written work completed during the training with colleagues in the class and/or with participants who will attend future courses. **Participants' notes, written assessments,** and other materials specifically associated with the final mock interview exam and final written assessment exam must be deleted at the time the instructor advises. Unauthorized retention or sharing of examination material may be cause for disciplinary action.

6. ACCESS TO COMPUTER DATABASES AND E-MAIL

Prior to attending the RAIO Division Officer Training Program, all participants must have passwords for, and be able to log into, the systems listed below.

- Outlook / E-Mail
- Westlaw: Participants must have access to Westlaw because the case law cited in the training materials is linked to Westlaw.

For access to Westlaw: Asylum participants – Contact your local office POC. If your office does not have a Westlaw POC, contact the Asylum training mailbox:

[Redacted]

(b)(6) (b)(7)(e)

Division Training Coordinators: Please advise RAIO Training if a participant will not have access to the required computer databases and/or e-mail (for example, in the exceptional event that a participant EODs after the RAIO CTP deadlines).

7. HOME OFFICE TRAINING RESPONSIBILITIES

Participants are required to complete the below-listed course(s) online at the home office PRIOR to starting the DT component of the RAIO CTP. Some of these courses can be accessed in PALMS (the USCIS online learning system) at [Redacted]. If any participants have difficulty accessing PALMS, they should contact the USCIS Service Desk at [Redacted].

- Computer Security Awareness Training in PALMS
- DHS Travel Card Training in PALMS

Participants must complete this training prior to being issued a credit card.

Officers who are scheduled to attend an upcoming training at FLETC but do not yet have an active PALMS account to complete the required travel card trainings, should create their travel authorization in Concur using the CBA (Centrally Billed Account) for airfare and transaction fees, and either request a cash advance in Concur for all other approved expenses, or use a personal card to complete their travel authorization.

- Concur Travel System (no training currently required)

Participants must update their profile in the Concur travel system before making any reservations. To learn more about the Concur travel system please review the [Concur-Travel-System-User-Guide](#) and visit the [Travel Section of the Financial Management Division \(FMD\) website](#).

If you are logged into the USCIS Network with a PIV card, then you can immediately access Concur from “Employee Shortcuts” on the [USCIS Connect Home Page](#) or by selecting the Concur Travel System button in the [Travel Section of the Financial Management Division \(FMD\) website](#). You will then be automatically logged in to Concur.

NOTE: Computer word processing will not be taught at the RAIO CTP or the division specific courses. Participants should have basic computer and word processing skills prior to attending the RAIO CTP and ADOTP. If a participant desires additional computer training, basic computer tutorials can be found in PALMS. For more information about accessing and navigating PALMS please visit:

(b)(7)(e)

Asylum Officers must complete additional actions, including necessary pre-requisite training, to obtain access to the computer systems designated in the section above, ACCESS TO COMPUTER DATABASES AND E-MAIL.

Home offices are requested to compile completion information for each participant for all of the courses listed above. Please send an email to Asylum Training Coordinators to confirm the names of participants who have completed all requirements. This information must be received no later than COB, two weeks prior to the start of the RAIO CTP Remote training. In addition, for Asylum Officers, home offices must note which, if any, participants have been in-house certified.

8. TRAVEL ARRANGEMENTS, TRANSPORTATION, AND RELATED INFORMATION

Travel Authorizations

Each home office Mission Support and/or traveler is responsible for preparing the Travel Authorizations for training participants from their office. New officers should review the [Concur Travel System User Guide](#) to learn how to create authorizations in the [Concur](#) system.

Funding for Student Travel:

The RAIO Resource Management Branch, under Chief James Liberto, will allocate funds to the sending offices for student travel.

To ensure that funds can be allocated timely, the sending offices must provide the following information about the students at least two weeks before the funds are needed:

- Names,
 - Duration of travel, and
 - Estimated funding required to address the travel costs of the sending office's students
- to:
- RAIO Travel [redacted] and (b)(6)
 - [redacted] at the RAIO Resource Management Branch.

Funding Codes

So that training costs can be tracked easily,

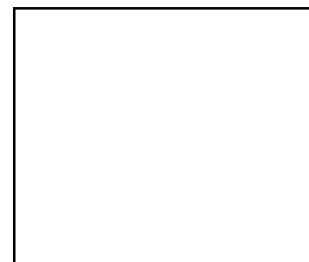
- Students traveling to the FLETC use a specific RAIO funding code for each office; and
- Instructors use a central RAIO-HQ funding code.

Please use the following codes:

- Purpose Codes for all Students and Instructors: [redacted] (b)(7)(e)
- Funding Codes for Student Participants: Important: These codes are to be used by the student participants. Example: If you are a student participant with Arlington Asylum, you will use the ZAR Accounting String, etc.

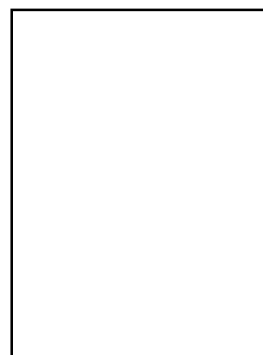
So that training costs can be tracked easily, participants (students) must use the below listed RAIO funding code for each office; instructors will use a central RAIO-HQ funding code (see below). The designated unique funding code must be used for all travel authorizations related to the RAIO CT and division-specific courses. New officers should review RAIO Travel's Concur User Guide to learn how to create authorizations in the Concur system.

Arlington	ZAR / ZAC
Chicago	ZCH
Houston / New Orleans	ZHN / ZOL
Los Angeles	ZLA
Miami	ZMI



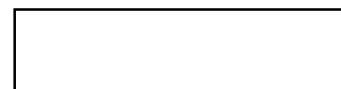
(b)(6) (b)(7)(e)

National Asylum Vetting Center	ZGA
Newark / Boston	ZNK / ZBO
New York	ZNY
San Francisco	ZSF
HQ-Refugee	RAD
HQ-Asylum	ASY
HQ-International Ops	IO



- Funding Code for Instructors, Facilitators: Important: The code below is to be used by the instructors, facilitators, and invitational speakers.

Instructors, facilitators,
invitational speakers



Scheduling your flight and making arrangements with the FLETC

Participants should make their own travel arrangements following local office procedures and according to USCIS policies. See



All student participants traveling to the FLETC, including those driving, must call the **FLETC's Transportation Office** at [] as soon as transportation plans are firm and no later than five (5) business days prior to class commencement to advise of time and place of arrival. Please reference the FLETC course name and number (i.e., USCIS ADOTP#) when communicating with FLETC officials. The FLETC will schedule, if needed, appropriate ground transportation between nearby commercial terminals and the FLETC. Students who do not call will not be guaranteed transportation to FLETC.

- Participants Traveling by Air: Participants have an option of flying into airports in:



[] USCIS travel policy requires that the method of transportation selected be the most economical available. Traveler convenience does not justify using higher cost transportation. See:



[] Participants must consider these policies when making their travel plans. Because transportation from the airport to the FLETC is only scheduled twice per day,

participants should time their flights, when possible, to avoid lengthy waits for transportation to or from the airport.

(b)(7)(e)

Ground Transportation from the airport to FLETC: FLETC provides ground transportation from [redacted] airports. Pick-up times are:

From

--

Ground Transportation from FLETC to the airport upon course completion: FLETC provides transportation [redacted] airports.

Departing flights should not be scheduled prior to 9:00am. Pick-up times are:

--

Please see the [FLETC website](#) for more details.

Because ground transportation is provided by the FLETC, participants will not be authorized funds for a taxi or other transportation service from the airport to the FLETC, unless there are extenuating circumstances. Participants who believe they have an extenuating circumstance must obtain approval from their supervisor and local office Deputy or Director to take a taxi or other transportation service between the airport and the FLETC, copying the RAIO Training mailbox on the request and approval.

- Participants Driving to [redacted] Participants traveling by privately owned vehicle (POV) must present a “Cost Comparison Worksheet” to their local office approving official, before completing the travel authorization, to determine which method of transportation is in the best interest of the Government. See: [2014-06-Ask-PoP-Live-Traveling-by-a-Mode-of-Trans-Different-than-the-Authorized-Mode](#). This cost comparison must be uploaded to the Travel Authorization as supporting documentation, prior to approval and funding of the Travel Authorization.

(b)(7)(e)

Information about driving to the FLETC can be found on the FLETC website. Participants traveling by POV will need to check in and register their vehicle at the FLETC Visitor Center [redacted] upon arrival. To register a vehicle, participants must submit a valid driver's license, vehicle registration, and proof of insurance.

Parking for participants is available in dormitory parking lots at the FLETC. Participants who bring a POV are expected to abide by the FLETC's traffic and parking regulations. All students housed on-center must either walk or utilize the FLETC transportation while on-center. Participants can find more information about transportation and the use of POVs while at the FLETC in the FLETC Student Handbook [redacted] Facility found [here](#).

Participants who are driving a POV to the FLETC will be authorized mileage from their home to the FLETC limited to the amount of the constructive cost, which is the cost of the airfare plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable. According to USCIS Policy. See:

[redacted]
[redacted] Chapter 3. Section 3.3, Part 3.3.4, 5.6: Travel by a Mode of Transportation Other than the Authorized)

5.6.1 When traveling by a mode not in the Government's interest, the selected mode should not be referenced in the travel authorization, although the employee may engage in such mode for personal reasons.

5.6.2 If an employee seeks to travel by an alternate mode, a cost comparison must be done and submitted to the supervisor or authorizing official. The comparison will show the costs for the government authorized mode of transportation compared with the employee's suggested mode of transportation. Airfare cost comparisons must be based on the lowest contract fare available.

5.6.3 Regulations require that all costs in excess of those incurred for authorized official travel, resulting from personal preference, be borne by the traveler, not the Government. (FTR 301-10.6 & 10.8)

5.6.4 An employee who, for his or her personal convenience, travels by a mode of transportation other than the authorized must show on his or her expense report the actual expenses incurred. The expenses incurred will be reimbursed, but limited to the amount of the constructive cost, which is the cost of the authorized method of transportation plus any per diem and transportation costs to/from the airport, and checked baggage, as applicable.

- A Note about Student-Initiated Travel Outside of Official Travel Days: ADOTP F2F is a residential training and, while participants are permitted to travel on weekends, they will only be reimbursed for travel expenses for one total round trip from their home to the FLETC, as noted above. The FLETC will not provide shuttle transportation to and from the airports outside of arrival for the course and departure at the end of the training program.

Creating Student Travel Authorizations

- **Daily Transportation:** Generally, rental cars are not authorized for participants while attending the training. Participants will be living and attending class at the FLETC so there will be no need for them to travel to and from the FLETC on a daily basis. In the event that the FLETC assigns housing in a hotel off-site, then the FLETC will provide bus transportation to and from the FLETC and hotels where students are housed. Public transportation is not available from the FLETC to the surrounding community; however, participants can avail of the FLETC shuttle service to local shops and restaurants, and for special trips set up by the FLETC. The FLETC shuttle details, such as the times and pick-up locations, will be provided when participants check in at the facility.
- **Baggage:** When making travel arrangements, be aware of the checked baggage charge policies of the airline. Since the training site has laundry and dry cleaning facilities available, travelers are limited to two pieces of personal checked luggage for reimbursement, not to exceed the airline weight limitations. Additional cost due to excessive weight or extra pieces of luggage are not authorized. If it is anticipated that excess baggage charges will be incurred, participants should discuss and gain clearance in writing from their office chain of command for these additional charges ahead of travel. Training materials participants want to bring to FLETC should not be included as excess airline baggage, but should be sent via UPS or FedEx to:

FLETC

Student Name

FLETC course title and number (i.e., USCIS ADOTP#)

(b)(7)(e)

Boxes sent to the FLETC via UPS or FedEx may be picked up at the U.S. Post Office at the FLETC. Students are responsible for collecting their boxes from the Post Office and transporting them to their room or a locker. Any FOUO materials shipped to the FLETC cannot be left unattended in the classroom and must be protected from unauthorized disclosure.

- **M&IE:** Participants receive \$5.00 M&IE per day for the duration of the training rather than MI&E based on location, unless approved as part of a reasonable or special accommodation. On travel days, they receive M&IE per regular procedures. Participant meals, including weekend meals, are provided at no additional cost to the participants in the FLETC cafeteria, unless a meal waiver has been approved as part of a reasonable or special accommodation. Meals are not provided by the FLETC on travel days.
- **Housing:** As noted below under "Accommodation Requests," lodging is arranged by the FLETC and will not be included on participants' Travel Authorizations, unless a housing waiver and alternate non-FLETC housing has been approved as part of a reasonable or special accommodation.
- **Rental Cars:** Rental cars and taxis for use to and from the FLETC are not authorized for participants, unless these are part of an approved reasonable or special accommodation (see

“Daily Transportation” above) or they are deemed to be a “designated driver” as explained immediately below:

IMPORTANT NOTE FOR OFFICE DIRECTORS AND DEPUTY DIRECTORS ABOUT RENTAL CARS

Rental Cars on Travel Authorizations: Several times in the past, RAIO has had to authorize rental cars for student use because student lodging was located far from the FLETC. RAIO Training and the Division training teams are not informed of housing until, at most, a few days before the participants travel. Because of this, field offices are to determine in advance who among their officers will be a designated driver (four students per car) if the need arises when a final housing assignment is made. A rental car should be included in the designated driver’s Travel Authorization. This rental car will ONLY be used in the event of a decision by RAIO HQ that a rental car is needed.

- Phone Call Allowance: Participants are to follow normal policy regarding phone calls while on government travel. For details about USCIS policy on phone call allowance, please see:

[REDACTED]

[REDACTED]

page 9.

(b)(7)(e)

- Laundry: Participants are entitled to up to \$30 per week for laundry and dry cleaning expenses once they have been in travel status for four days. Receipts are required to voucher for this expense.

FLETC Self-Registration Process

Effective April 1, 2019, FLETC implemented a “self-registration” process for students attending classes at a FLETC campus. This process streamlines the in-person check-in required for students when they arrive at a FLETC facility to begin training. This does not replace the registration process done by the divisions on the RAIO Training ECN page.

The following is the process for registering students to attend ADOTP, and the student self-registration (self-check-in) process used by FLETC:

1. The home office registers students on the RAIO ECN (per the procedures that have been in place for several years)
2. After the registration deadline, RAIO sends the name of registered students to FLETC (via the USCIS Training and Career Development Division – TCDD)
3. FLETC then sends to each student an email with a link to a secure online registration form, along with an individual PIN
4. Each student then completes and submits the online “Self-Registration” (“self-check-in”) Form. Self-registration must be completed no later than one week before the designated travel day for the assigned ADOPT course.

IMPORTANT NOTE: The registration form requests detailed information, all of which is referenced in the email students receive. The system times out after 20 minutes, so FLETC recommends students collect needed info before beginning the process to complete the form; otherwise students will have to begin the online process again.

Please also note that firewalls on some government computers can cause issues with accessing the online system. Any student who encounters difficulties opening the link or has a “captcha” issue should attempt to complete the form on a personal computer, tablet or phone.

Sample email:

From:	<input type="text"/>	(b)(6) (b)(7)(e)
To:	SMITH, STUDENT	
<input type="text"/>		
Arrival Date: April 14, 2019		
Training Start Date: April 15, 2019		
Training End Date: April 19, 2019		
Departure Date: April 19, 2019		
In order to complete your registration, it is imperative that you follow the link below and complete the required registration information at least one week prior to your arrival date for FLETC training. Please ensure you enter your name and registration code exactly as they appear in this email. If your registration is not completed prior to your arrival, you may not be allowed to enter the FLETC.		
<input type="text"/>		
Points of Contact: For all registration specific questions contact your agency training officer or representative.		
If you have issues accessing or using the registration site, please contact:		
<input type="text"/>		

Listed below are some of the fields you will need to fill out to complete registration once you access the above mentioned link. We suggest having this information available prior to beginning your Student Training Registration form. Once you begin, you will only have 20 minutes before the system times you out.

- Driver's License Number
- Driver's License Expiration
- Home Contact Information
- Work Contact information to include:
 - Phone
 - Address
 - Years in Current Position
- Agency Point of Contact Information to include:
 - Supervisor Name
 - Agency Address
 - Supervisor Email
- Emergency Point of Contact Information
- How you will be traveling to the FLETC
- What city you will be arriving in
- Date of arrival

Replies are not always routed to a regularly monitored inbox. If you have questions, please see contact information above.

If a student does not reply, he or she will receive a duplicate email with the following:

SECOND NOTICE - ON-LINE REGISTRATION FOR THIS CLASS MUST BE COMPLETED BY CLOSE OF BUSINESS ON _____ DATE _____.

9. ACCOMMODATION REQUESTS

Participants may require reasonable or special accommodations in order to fully participate in RAIO residential training. Accommodation requests may involve, but are not limited to, housing, classroom, dietary, transportation/mobility, or medical needs. It is important to carefully read the "Information About the FLETC Training Facility" section of this handbook to gain a full understanding of the FLETC campus and student life at the FLETC. Participants should not only consider the classroom setting when requesting accommodations, but also any needs related to housing, dining, transportation, and mobility so that all required accommodations are in place before the beginning of training and not being requested after arrival at the FLETC. Please see the [FLETC website](#) for more details.

Reasonable Accommodations

(b)(6)

A reasonable accommodation request should only be made by a student who needs an accommodation due to a physical and/or mental medical condition, and/or disability. This can include both temporary and permanent medical conditions or disabilities. The G-1437, Request for Reasonable Accommodation must be completed and signed by the requester, and submitted via email to the USCIS RAIO Supervisory Adjudications Officer at FLETC, [redacted] and appropriate members of the requester's chain of command. Medical documentation in support of the requested accommodation may be required.

Examples of reasonable accommodations include, but are not limited to:

Housing: e.g., requiring ground floor accommodations due to limited mobility, special bathroom configuration such as a walk-in shower or a bathtub, refrigerator in which to store medication, space to store a scooter or other mobility enhancing device.

Classroom accommodations: e.g., requiring seating towards the front or back of the classroom due to visual or hearing impairment, or other physical needs; requiring printed materials in a font size larger than 12pts or a personal transcriber.

Dietary: e.g., requiring a special diet for medical needs.

Medical or other condition that may impact your ability to participate fully in the course: e.g., allergies, migraines, mobility, broken bones, etc.

Religious Accommodations

Employers are required to reasonable accomate the religious beliefs or practices of their employees unless doing so would cause more than a minimal burden on their business operations.

To request a religious accommodation, submit the details of the request and reasoning for the request via email to the USCIS RAIO Supervisory Adjudications Officer, [redacted] and appropriate members of the requester's chain of command.

Special Accommodations

A special accommodation request should only be made by a student who needs a particular accommodation due to compelling personal circumstances, and the request requires approval by the Director/Deputy Director of the local office, the Asylum Training Chief, the Division Chief/Deputy Chief, and RAIO directorate leadership. Such a request must be made in writing and submitted via email to the local office Director/Deputy Director. The request should include the specific accommodation being requested, the reason for the request, and how the lack of such an accommodation will impact the student's ability to successfully complete the training. The local Director/Deputy Director will consider and make a recommendation on whether to approve the request, and forward any recommended approvals to the Division Chief/Deputy Chief, accompanied by a statement of how it is in the best interest of the government to approve the

request. If division leadership concurs, they will forward the request along with their recommendation to the directorate leadership for review and a final decision. Once the request is approved within RAIO, then it will be submitted to FLETC.

It is the responsibility of the participant to make a written request for all accommodations as soon as possible after entering on duty, and no later than six weeks before the start of residential training. It is the participant's responsibility to clearly identify the specific types of accommodation needed to allow him or her to fully participate in RAIO residential training and to provide supporting documentation of that need, when possible. Adequate time is needed to consult with the requestor, FLETC- [redacted] and the USCIS Office of Equal Opportunity and Inclusion (OEOI), and to procure necessary equipment or services. Participants who submit requests for accommodation later than six weeks before the training start date may need to defer until a later training session if there is not enough time to arrange for the requested accommodation. (b)(7)(e)

If, after reading the "Information About the FLETC Training Facility" section of the RAIO Directorate Officer Training Handbook, any participant is unclear about whether a possible accommodation may be needed at FLETC, s/he should contact [redacted] the USCIS RAIO Supervisory Adjudications Officer at FLETC, at [redacted] to obtain further information. (b)(6)

10. DISTANCE TRAINING

Distance Training (DT)/Remote is part of the RAIO Directorate Officer Training Course and is a guided program of study that participants complete prior to attending the Face-to-Face training. Participants remain at their home offices during the DT/Remote component and complete required readings, assignments, and webinars following the Syllabus and Completion Attestation Forms they receive via email. There are DT/Remote components to both RAIO CTP and ADOTP. Participants will receive further information on the division-specific DT/Remotes from their division.

Relationship between the DT and the Remote RAIO CTP

During the RAIO DT/Remote component, the topics covered in the Lesson Plans and recorded webinars are reinforced through practical exercises, discussions, and problem-solving activities.

It is critical that participants complete the assignments during the DT/Remote because:

- The assignments form the basis for some of the classroom discussions and activities during the Face to Face components;
- Participants will be expected to know the material and apply their knowledge during the their mock interviews at the division-specific training; and
- Participants will be tested on these topics during the RAIO DT/Remote and ADOTP trainings.

Instructors approach the DT/Remote and Face-to-Face classes knowing that the participants have acquired basic understanding of the materials; the instructors will not simply repeat the information from the Lesson Plans. Because participants will have read the materials and completed exercises, they are expected to come to class with at least a basic knowledge of the topics and be prepared to actively participate in discussions and exercises.

11. FACE-TO-FACE TRAINING

Participants from the Asylum Division attend the residential F2F training portion of ADOTP at the FLETC in

Registering at the FLETC

(b)(7)(e)

When participants arrive at the FLETC, they will check in at the Visitor Center in located outside the Main Gate. The front desk of the FLETC Visitor Center is open 24 hours a day, 7 days a week for participant check-in.

At check-in, each participant will be issued a FLETC Identification Badge and receive a housing assignment and information packet which includes a map of the campus, local information, shuttle schedule, and the building and room number where class will be held beginning the following day.

The start time will be generally 8:00 am unless students are notified otherwise. While the information packets provided by FLETC may indicate that class begins at 7:30 a.m., note that the first day of the USCIS ADOTP, will begin at 8:00 am.

As noted above, participants should refer to the training courses by their complete names which include the government agency acronym, USCIS ADOTP # ____, when dealing with the FLETC officials upon arrival and throughout the residential training.

Schedule

On the first day of each of the Remote and residential trainings, participants receive the daily course schedule with information about the topics instructors will cover each day. Participants are expected to familiarize themselves with the schedule and come to class each day prepared to discuss the materials. Each day's training modules or other assigned materials will be available on the ECN for participants to reference during class.

The RAIO CTP and division-specific components of the training are conducted Monday through Friday, excluding holidays, from 8:00 am – 5:00 pm (including one hour for lunch), unless students are advised of a different start/end time. The final training schedule, including exact class hours, will be distributed on the first day of class of each of the three training components. Due to instructor availability or other needs, there may be times when the class may begin earlier or later than 8:00 am. The Classroom Coordinator will provide advance notice to participants of any schedule change. Note that during the ADOTP, on mock interview days, the schedule

will begin as early as 7:00 am and finish as late as 7:00 pm. Participants will be scheduled for an 8-hour day within this timeframe.

Materials

As noted above under ENTERPRISE COLLABORATIVE NETWORK (ECN), training materials are located on the RAIO Training ECN site.

Participants will be able to access the training materials on the ECN while at the FLETC, but they will not be given printed materials and will not be able to print extensive training materials. If any participants anticipate that they would like hard copies of the materials, they must make their own arrangements while in their home offices to print materials prior to the Face-to-Face training and have them shipped as early as possible to the FLETC at the expense of their home office (see mailing address on page 19).

Participants will be allowed to ship one box of training materials back to their home office at the conclusion of training.

Completion Requirements / Participant Evaluation / Participant Certification Statement

- Training Validation

Validation of training is required by the Uniform Guidelines on Employee Selection Procedures (29 C.F.R. § 1607) if passing a course of study is used as a basis for employment decisions (i.e., hiring). The Department of Homeland Security (DHS) validates training according to §1607.14 C. Technical Standards for Content Validity Studies identifying the knowledge, skills, or abilities necessary for successful job performance. Following these guidelines, RAIO engaged in a process to validate the training courses for new officers. This process was completed on May 10, 2013. All RAIO Combined Training courses and follow-on division-specific courses are considered validated and, as such, continued employment as an Asylum Officer, Refugee Officer, HQ Adjudications Officer, or Overseas Adjudications Officer is contingent upon successful completion of the validated training courses.

- Completion Requirements

Officers are required to complete the training in its entirety, including completing exams and all assignments.

Officers will be provided with written feedback on certain assignments over the course of their training. Officers who fail to submit their assignments in a timely manner will be contacted by the RAIO Training staff and required to provide an explanation for the delay. Depending on the situation, appropriate steps will be taken, including, but not limited to, contacting the Division Training Chief and notifying local office management.

Officers who are unable to complete or submit an assignment during the DT/Remote portion must notify the Training Coordinators for their class. Officers who are unable to complete or

submit an assignment during the Remote or F2F portions must notify the Classroom Coordinators.

Officers are expected to submit written feedback/evaluations for each module and the overall course.

- RAIO CTP Exams

There will be two multiple choice exams administered during the DT/Remote component of the RAIO CTP. Participants must achieve a cumulative score (the average score of the two multiple choice exams) of 70% in order to pass the combined curriculum portion of the RAIO CTP.

- Division-Specific Exams

ADOTP: There will be one multiple choice exam during ADOTP and one mock interview exam consisting of a mock interview and a written assessment of that interview. Participants must achieve the minimum score set by the Asylum Division in order to pass the ADOTP.

Officers must pass both the RAIO CTP and division-specific training to retain their positions. The test scores for the combined and the division-specific portions of the training are independent of one another. Thus, in order to pass the courses, participants must achieve a cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. Asylum participants must first pass the RAIO CTP before moving on to the division-specific portion of the training.

As noted in RAIO officer vacancy announcements, successful completion of the training programs is a condition of continued employment. Failure to meet these requirements will be grounds for reassignment to a different position, demotion, or removal by appropriate procedures. If a student is unable to successfully complete the course due to unforeseen absences for good cause in excess of the leave ceiling during the training, the participant may be provided with another opportunity to attend and successfully complete the trainings (see section on Attendance and Leave).

- RAIO Training Certification Statement

Participants are required to read and sign a RAIO Training Certification Statement in their home offices prior to beginning the DT, attesting to their understanding and acknowledgement of these standards and the consequences of failure to achieve these standards.

In signing the certification statement, participants attest to their understanding that, for both probationary and non-probationary officers, successful completion of the required course(s) is a requirement for the position. As noted above, there are exams during the RAIO CTP and the division courses, as detailed in the information memo and this training handbook. The test scores for the RAIO CTP and the division-specific portions of the training are independent of

one another; in order to successfully pass the course(s), participants must achieve a minimum cumulative score of 70% for the RAIO CTP and a cumulative score of 70% for ADOTP. See Completion Requirements above for additional information.

Participants must read and sign the RAIO Training Certification Statement and obtain their office director's signature on the Statement. After this is done, participants must:

- Scan the Statement and upload it to their student dropbox.
- Return the original copy to the participant's office director who will place the RAIO Training Certification Statement in the participant's personnel file in their local office.

Participant Conduct and Dress Code

Professionalism is a core value of the RAIO Directorate, USCIS, and DHS. This value is reflected in various core competencies in our Performance Plans and Appraisals.

Failure to adhere to the following guidance, expectations, and requirements will be treated as unprofessional conduct. The consequences of such failure may include verbal and written counseling that may be reported to division managers and could result in the participant being required to leave training, disciplinary action, or otherwise have an impact on the participant's status within the agency.

- Participants are expected to be prompt, attentive, cooperative, respectful, and courteous to fellow participants and instructors.
- Participants are required to report to class at scheduled times and to return promptly from scheduled breaks. Tardiness disrupts the learning process and is disrespectful of the other students as well as the instructors and other training staff.
- Participants are prohibited from using cell phones or other similar electronic devices in class, and are not permitted to text or surf the internet during class. Cell phones and personal electronic devices are to remain off the employee's desk or work area. Regular breaks will be provided during the training day during which the employee may make calls or check messages if needed. It is recommended that the employee provide the contact information for the training coordinators and the facility for emergency purposes to personal contacts (i.e., family, school, etc.).
- Participants are to wear appropriate attire, consisting of business casual or dress apparel as dictated by the activities of the course. Jogging suits, jeans, tee-shirts, shorts, tank tops, flip-flops, sneakers, and similar leisure wear are not authorized as attire to be worn while participating in course activities. Participants may be required to wear appropriate business professional attire for certain class activities, for example, for the class photo, at graduation, for special guest speakers, and during certain mock interview exercises. Also note that the FLETC requires participants who use the Physical Training Complex (the gym) to wear

FLETC-issued workout clothing (note: you may wear your own spandex clothes under the FLETC-issued workout clothing).

- Participants should not share information between the courses. Running concurrent RAIO CTP courses allows participants to create strong working relationships with officers throughout the directorate. However, requesting or sharing information about the exams is prohibited.

Use of Computers while at the FLETC

- Laptop Use during Training

All participants will use laptops during the DT/Remote and F2F trainings. Students should be issued laptops in their home office to bring with them to the FLETC.

Throughout the DT/Remote and F2F course, participants will need to download materials from the ECN to their laptops. Therefore, participants must bring their assigned laptop to class each day unless they are told otherwise.

The FLETC classrooms do not contain docking stations, computer monitors, or keyboards for use with the USCIS laptops. Participants are not permitted to leave USCIS laptops in the classroom overnight; there may be lockers available near the classroom in which to lock laptops. Participants must provide their own lock.

- FLETC user name and password (b)(7)(e)

Approximately one week prior to the beginning of F2F training at FLETC [] FLETC will email participants a user name and password to access the FLETC Guest Network to link to the USCIS Network and ECN. It is important that participants have this information on the first day of trainings at FLETC [] Students will be required to acknowledge and comply with the FLETC IT Rules of Behavior.

- PIV cards

Participants will need USCIS-issued PIV cards to access their laptops and to access the FLETC campus. Each participant must, therefore, obtain a USCIS PIV card and bring it to the FLETC.

NOTE: Participants are personally responsible for their assigned laptop and accessories, PIV card, and U.S. government thumb drive (if issued) and will be required to complete a Significant Incident Report (SIR) if any of these items is lost or damaged. RAIO follows the DHS policy on limited personal use of laptops. Please click [here](#) to view the Management Directive regarding personal use of government office equipment. Consequences of failing to adhere to these policies may include verbal and written counseling that may be reported to division managers, disciplinary action, and could result in

the participant being required to leave training and otherwise have an impact on the participant's status within the agency.

- Personal Laptops

Participants are not allowed to use personal laptop computers for classroom work during the training. Also, participants may not use the Wi-Fi access provided by the FLETC for course work on their personal computer or electronic devices. Participants may purchase Wi-Fi access for personal use through the FLETC Express.

As noted above, participants are responsible for all government-issued equipment and will be required to account for and return (if applicable) the government-issued laptop and all accessories at the end of training.

Non-Fraternization²

The RAIO Directorate prohibits unprofessional relationships between staff members and students attending the RAIO CTP and any division officer training course. In order to avoid the appearance of special treatment or any other such conflict of interest, participants, instructors, and training staff are required to adhere to a policy of non-fraternization. Interaction between participants, training coordinators, instructors, and role players outside of class must be confined to course-organized activities to which all are invited, such as a class party or event, pre-arranged lunchtime "meet and greet" sessions with guest speakers, and discussions with instructors during class breaks when all students have equal access to the instructors. Additionally, this non-fraternization policy extends to activities and relationships of staff members that may create the appearance or perception of impropriety. All RAIO staff members and visiting instructors have signed this non-fraternization policy. Any staff member who engages in an unprofessional relationship with a student is in violation of this policy and may be subject to disciplinary action.

Medical Emergency Procedures during Face-to-Face Courses

Recognizing that there may be medical emergencies during the residential training, while also recognizing the need for discretion, RAIO requests that students and training staff provide, on a voluntary basis, up-to-date medical information in a sealed envelope to be opened only in the case of an emergency where the injured/ill individual may not be able to relay vital information. An Emergency Information During RAIO Residential Training form and envelope will be provided to the participants on the first day of the residential training. In the event that it becomes necessary to open this envelope, the information contained therein will only be shared with those individuals who have a need to know for purposes of addressing the medical emergency. These envelopes will be kept in a secure location during the residential training. At the end of the residential training, all envelopes will be returned to participants or shredded. Please see the SOP for Medical Emergencies.

² This Policy is adapted from the USCIS Academy Training Center's Policy on Fraternalization. Version 4, Release Date: 6-13-2016

If emergency medical attention is needed when the Health Unit is closed, participants should immediately contact the 24-hour FLETC Security Dispatcher at [redacted] (b)(6) from any FLETC on-site telephone). It is important to notify the FLETC Security so they can coordinate the arrival of an ambulance and avoid unnecessary delays in locating the participant on the FLETC campus. Participants should not hesitate to contact RAIO and division training staff in case of a medical emergency.

12. DIVISION-SPECIFIC FACE-TO-FACE TRAINING

At the conclusion of the DT/Remote RAIO CTP, participants will attend ADOTP DT/Remote, and then ADOTP F2F, which will occur in residence at the FLETC.

(b)(7)(e)

13. INFORMATION ABOUT THE FLETC TRAINING FACILITY

The FLETC is a large [redacted]

[redacted]

The FLETC [redacted]

[redacted]

Housing

According to the **FLETC's housing policy**, all participants are required to reside in on-center or in FLETC-provided housing during the training course unless a reasonable or special accommodation for alternative housing has been approved by FLETC. The FLETC does not provide information about specific housing assignments to participants prior to on-site registration **and does not factor participants' personal preferences when making lodging assignments**. Housing will be assigned to participants when they arrive at the facility and check in at the FLETC Visitor Center.

Participants will be housed either on the FLETC campus or in a nearby hotel and provided daily transportation to and from the FLETC via FLETC buses. Not all FLETC housing assignments, both on and off center, are accessible for those with disabilities. Possible housing scenarios include:

- Private rooms with private bathrooms,

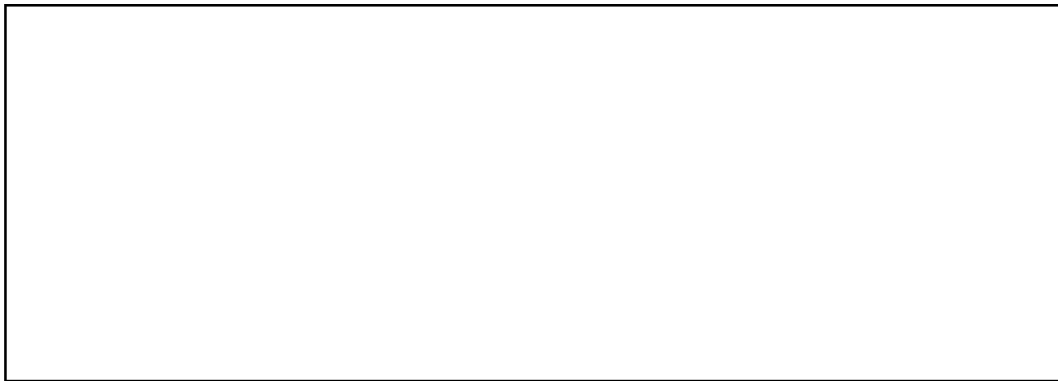
- Private rooms with a shared bathroom, and
- Shared rooms with shared bathrooms when necessary due to space limitations.

Dormitory rooms on the FLETC campus are for student use only; there are no facilities on campus to house spouses, families, etc. Any problems or complaints about the housing facilities should be discussed initially with the Desk Clerk at the student’s assigned dorm or hotel. If the problems are not adequately resolved after allowing the Desk Clerk a reasonable amount of time, then a written complaint should be submitted to the FLETC Program Manager. Requests for room changes must be made through the Class Coordinator and FLETC Program Manager. Any request to change rooms must be supported and must be approved by the FLETC Housing Manager. Participants may not reside in other than FLETC-assigned housing without prior approval by the RAIO Associate Director or Associate Deputy Director and after a lodging waiver has been approved by the FLETC.

Meals

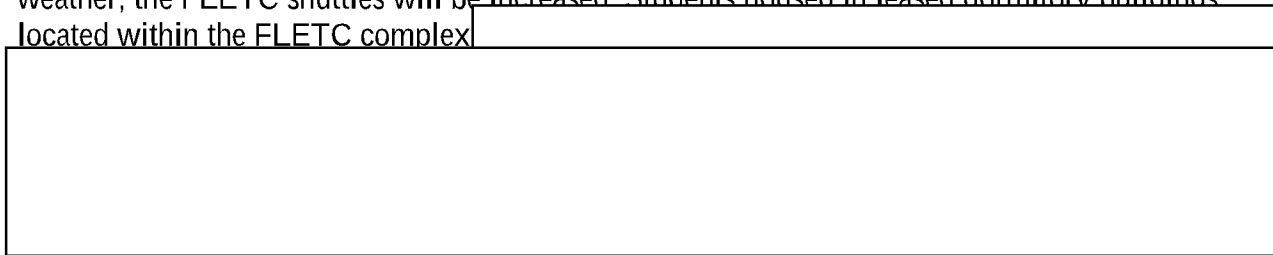
(b)(7)(e)

The Dining Hall, located in [redacted] provides cafeteria-style service featuring a varied food selection. The Student Center Grille, located in [redacted] serves a “grab-and-go” style lunch. A variety of nutritious foods are served by the FLETC that will meet participants’ individual dietary requirements.



Transportation at the FLETC

The FLETC shuttle buses operate before, during, and after weekday training hours. In clear weather, students are expected to walk to and from all locations at the FLETC. During inclement weather, the FLETC shuttles will be increased. Students housed in leased dormitory buildings located within the FLETC complex [redacted]



Visitors

As of February 2016, the FLETC instituted a policy barring all student visitors from the FLETC campus, except for guests attending a participant's graduation ceremony. Any student who wishes to have a guest at the graduation ceremony should inform the FLETC Program Manager as soon as possible after arriving at FLETC, so that required vetting can be conducted by FLETC in advance of the graduation.

Guests who are not U.S. citizens are subject to additional background vetting and must be submitted at least 30 days in advance of the graduation by the FLETC Office of Security and Emergency Management. If a participant knows they will have a guest who is not a U.S. citizen, s/he should advise the FLETC Program Manager immediately upon arrival at the FLETC, or before.

The FLETC Health Unit

The FLETC Health Unit is open Monday to Friday, from 7:00 am to 5:30 pm (excluding Government holidays).

If you are injured while attending training at the FLETC, notify the Class Coordinator or the FLETC Program Manager. They can assist in getting you to the FLETC Health Unit or to local doctors or urgent care centers, if necessary. Minor injuries can typically be treated by the FLETC Health Unit. Serious injuries typically require a student to be transported to an off-center medical facility via a FLETC shuttle if the injury occurs when the FLETC Health Unit is open. If a participant is treated off-center, s/he may be responsible for payment at the time treatment is provided. The participant must return to the FLETC Health Unit prior to rejoining class. If the injury is training-related, the participant may be eligible for Workers Compensation. The FLETC Health Unit staff will provide a detailed explanation on the Department of Labor, Office of Workers Compensation Program (OWCP) Form CA-1, and will also provide a notice of medical absence.

If a participant's injury is not training-related, the Health Unit will still provide limited assistance during business hours. If you have a serious illness or injury that is not training-related, the Health Unit will arrange an appointment with an off-center medical facility and provide transportation to that appointment. Students are responsible for any non-FLETC medical costs incurred for the treatment of injuries or illnesses that are not related to training. Each trainee is strongly advised to have his or her own health insurance policy in effect when attending residential training.

Counseling and Other Services

As USCIS employees, participants are entitled to utilize an on-site Health Unit, counseling, and other work life tools provided through the FLETC or the Federal Occupational Health (FOH) program.

The FOH Employee Assistance Program (EAP) provides counseling services and support 24/7 and can be reached at

(b)(6)

(b)(6) (b)(7)(e)

There are numerous additional resources available that provide assistance around the clock through the WorkLife 4 You program. For online resources, visit [redacted] for self-help tools and other resources or [redacted] (new user registration code: USCIS).

The FLETC provides access during business hours/days to the Health Unit for illnesses and injuries and also provides 24/7 counseling services. Please see the FLETC Student Handbook for information about how to access these services.

Recreational Activities

On weekends, the FLETC provides tours and trips organized by the Recreation Services Staff.

outings. Students participating in FLETC sponsored trips are expected to depart and return to the FLETC on the FLETC provided transportation. Car rental agencies, taxi services, and bicycle rentals are available in the area at the participants' own cost.

Outside Calls

Family members will typically contact participants on the participant's personal cell phone. Additionally, each participant will have a phone in his/her room with voicemail capabilities. Participants will be able to obtain their personal room phone numbers once they check into the FLETC facility and may provide these numbers to family and friends. In the event of an emergency and a family member is unable to reach a participant, family members may contact the Class Coordinator or FLETC Program Manager. Participants should feel free to provide these numbers to family members to use in the event of an emergency and the participant cannot be reached.

Mail

Participants may receive mail via the U.S. Postal Service (USPS), UPS, and FedEx at the FLETC by using the following address:

FLETC
Participant's name
Class title and number* (Use FLETC's complete course name and number:
USCIS ADOTP #)

* See the Information Memo sent to all students prior to the start of the RAIO Combined Training for the name and number of the ADOTP class.
All mail (including items sent via UPS or FedEx) will be held for pick-up by the recipient at the U.S. Postal Service office at the FLETC.

FLETC Security

(b)(6)

The FLETC provides around-the-clock security for the campus and screens all entrants to the FLETC. If a participant finds him or herself in an unsafe situation or in need of urgent assistance, s/he should not hesitate to contact FLETC Security by calling [REDACTED]. In a medical emergency, a participant should call the FLETC Security who will contact local emergency medical services, facilitate their entry to the FLETC, and immediately direct them to the participant's location.

For Additional Information

For additional information about the FLETC training facility, participants should review the FLETC website (www.fletc.gov). You will receive an electronic version of the FLETC Student Handbook when you arrive at the FLETC (also available [here](#)); the handbook contains additional resources and guidance you can reference while you are in training at the FLETC. Please review the FLETC Student Handbook upon your arrival.

14. DHS ANTI-HARASSMENT POLICY

DHS, USCIS, and the FLETC maintain a zero-tolerance policy with regard to harassment. For information on this policy and how to report incidents of harassment, see:

- [DHS Anti-Harassment Directive](#)
- [USCIS Anti-Harassment Policy](#)
- USCIS Anti-Harassment hotline: [REDACTED]
- FLETC EEO Division [REDACTED]
- [FLETC Guidance and Reporting Procedures](#): Refer to FLETC's Anti-Harassment and Discrimination Policy found in the FLETC Student Handbook.

Pursuant to the DHS Anti-Harassment Directive:

Any person who believes that he or she has been subjected to, or has been a witness to, harassment in violation of this policy must report the matter promptly pursuant to procedures established by the Component.

Please see the links above for reporting procedures.

Reporting incidents pursuant to this Directive does not affect an employee's right to file an EEO complaint of harassment or discrimination. For information on filing an EEO complaint, please see: [USCIS EEO Complaints Resolution Division](#)