

Registration of beneficiaries

Registration of beneficiaries is the first step of [case management](#). It allows to monitor assistance delivery, to identify protection concerns, and to avoid duplication of services and fraud. Registration aims at collecting basic information about the beneficiary necessary for the provision of protection and assistance services, as well as more detailed information that may contribute understand the profile of beneficiaries assisted in migrant centres and their migration experience. Depending on the specificities of each context, the collection of basic and detailed information may happen at the same time or during two different sessions. The interview must be carried out in the language of the migrant, so the presence of an interpreter may be needed. Before registration starts, beneficiaries shall give written consent forms to the processing of their personal data. In case it is not possible to obtain a written consent form, audio or video consent shall be recorded. If the consent is given verbally, it shall be certified in writing by the caseworker collection the information (please consult [this entry](#) on IOM data protection provisions). If a registration card is foreseen to access assistance and services, its function shall be clearly explained to the beneficiary.

Registration procedures shall be designed according to the specificities of each migrant centre and its targeted beneficiaries. A screening shall also be carried out to identify beneficiaries' needs and vulnerability to violence, exploitation, and abuse as per IOM's determinants of migrant vulnerability (DoMV) model. Depending on the context, answering some questions may be mandatory to receive services or assistance, while others may be optional. Questions shall be close-ended and grouped per topic and may include:

During registration, the caseworker collecting the information shall make sure to:

- Adopt a **non-judgmental and sensitive attitude** and show tact and respect;
- Inform the beneficiary on the **purpose of the registration** exercise and ask for informed consent;
- Be respectful and tactful when approaching beneficiaries and act according to **humanitarian principles**;
- Clearly explain (or reiterate, if already explained during the reception phase) MRRM's **scope and services**;
- **Avoid anticipating** beneficiaries' answers;
- Reassure beneficiaries that the **information collected is strictly confidential** and ensure

that data protection provisions are respected;

- Ensure **data quality and accuracy**.

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- **Basic personal information of the beneficiary** refers to the information strictly necessary for the provision of MRRMs' protection and assistance services. The accuracy of such information is essential, especially in case administrative or consular support is provided (e.g. name, nationality, date of birth);
- **Questions on vulnerability factors**, including migration status, history and intentions, awareness and preparedness, personal circumstances, and household/family context, physical and psychosocial situation, among others.
- **Sociodemographic information** as for instance ethnicity, religion, or gender identity;
- **Questions to better understand the profile of beneficiaries** to be used for analysis purposes, to better target available services, and to inform future programming.

The questions addressed in the questionnaire may be very sensitive and/or personal. Interviews shall take place in a private space and it is good practice to ask potentially sensitive identity-related questions at the end of the questionnaire, thus delaying them until the respondent has been put at ease by answering less-sensitive questions first. Strategies to minimize the possibility of offending the respondent may also be put in place.

References and Tools

- [IOM Handbook on the Protection and Assistance to Migrants Vulnerable to Violence, Exploitation and Abuse](#)
- [Migration Response Center \(MRC\) Standard operating procedures for the Protection of Vulnerable Migrants* \(Ch4–registration, p.8\)](#)
- [IOM Niger MRRM Handbook \(draft version\) \(Reception and profiling, p. 21\)](#)
- [Protection and Assistance Intake Form](#)

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- [Individual questionnaire*](#)
 - [Household/family factors questionnaire; IOM rapid screening form for migrants vulnerable to trafficking, violence...](#)
 - [UMC – adult verification \(Ethiopia\)](#)
 - [MRC registration form \(Somalia\)](#)
 - [Transit center registration form \(Ethiopia\)](#)
 - [Procédures opérationnelles standard centre d'accueil et d'orientation pour migrants. \(Modèle E : Fiche d'Enregistrement\)](#)

Category

Information Management and Migration Data