

THE CREDIBILITY INDICATORS

February 2017

Credibility assessment refers to the process of gathering relevant information from the Applicant; examining it in the light of all the information available to the Panel member; and determining whether and which of the statements and other evidence relating to material elements of the claim can be accepted. These accepted facts may then be taken into account in the analysis of the well-founded fear of persecution and real risk of serious harm. Applications must be examined and decisions taken individually, objectively and impartially but there is no infallible and fully objective means to assess the credibility of the material facts presented by the Applicant. To minimize subjectivity, credibility indicators should be used. No one indicator is a certain determinant of credibility or non-credibility. Panel members must be aware of the assumptions that underlie each indicator, and understand the factors and circumstances that can render them inapplicable and/or unreliable in an individual case (see Limitations on Credibility Assessment).

CREDIBILITY INDICATOR	<input checked="" type="checkbox"/>	EXPLANATION
SUFFICIENCY OF DETAIL & SPECIFICITY	<input type="checkbox"/>	The Panel member must assess if the level and nature of the detail provided by the Applicant is reasonable and indicative of a genuine personal experience by someone with the Applicant's individual and contextual circumstances (age, gender, region of origin, education etc.).
INTERNAL CONSISTENCY	<input type="checkbox"/>	'Internal consistency' relates to consistency within an interview, or within the written and oral statements by the Applicant, or between the statements and documentary or other evidence submitted by the Applicant. It requires a lack of discrepancies, contradictions, and variations in the information provided.
CONSISTENCY OF APPLICANT'S STATEMENTS WITH INFORMATION PROVIDED BY FAMILY MEMBERS OR WITNESSES	<input type="checkbox"/>	Consistency in the facts presented by the Applicant with any statements made by dependants, other family members or witnesses may be considered an indicator of credibility.
CONSISTENCY OF APPLICANT'S STATEMENTS WITH AVAILABLE SPECIFIC AND GENERAL INFORMATION INCLUDING COI	<input type="checkbox"/>	The Panel member must assess the credibility of the material facts presented by the Applicant against what is generally known about the situation in the country of origin or place of habitual residence; accurate, independent and time-appropriate COI; available specific information; or other expert evidence (medical, anthropological, language analysis, document verification reports).
PLAUSIBILITY	<input type="checkbox"/>	'Plausibility' relates to what seems reasonable, likely or probable. The Panel member must be careful not to base a credibility finding on subjective assumptions, preconceptions, conjecture and speculation, but rather on independent, objective, reliable and time-appropriate evidence.