

Digital asylum glossary

The asylum guide ensures that information is up to date and accurate.

The existing HEKS asylum guide, currently available as a printed brochure, is to be made available in digital form in future. The asylum guide offers a concise and easy-to-understand overview of the Swiss asylum system and is used by, amongst others, advice centres, students and authorities. A digital version allows access at any time, with search functions and user-friendly features. Furthermore, updates resulting from legislative changes can be implemented more quickly, ensuring that the content remains up to date at all times. The aim is to simplify access to knowledge in the field of asylum and to make users' work easier.

Benefits:

Greater user-friendliness through the ability to find the answer they are looking for more quickly using the search function, and the ability to quickly incorporate updates in the event of legislative changes.

Challenge objective:

The aim is to make the existing asylum encyclopaedia available as a secure, digital solution. The digital version should be accessible at all times, searchable and user-friendly, whilst ensuring that all content remains protected against copying or exporting.

Current status:

- The booklet costs CHF 10
- The booklet is structured like a glossary. If you do not know the terms, you cannot find them.
- We want to prevent the business model from being copied by ensuring the booklet's content cannot be copied.
- German and French versions are available.
- If there are changes to the law, a new booklet must be printed.
- There is a request for an online version for the following reasons:
 - The university no longer uses paper copies
 - It is available more quickly => you have it straight away
 - No need to provide addresses for online orders
 - Young people who are not used to carrying a booklet with them

Target groups

Primary target groups

- Social welfare staff

Use the glossary for guidance on technical terms and procedures.

- Public authorities (SEM orders 100–300 booklets per year)
Benefit from a consistent level of knowledge and easily accessible definitions.
- (Local authorities)
Might be interested if more information on local authorities is added.

Secondary target groups

- Interns in social work, administration or NGOs
- Students of social work, law, migration and other disciplines
- Interested members of the public who would like to better understand the asylum system

Requirements:

- Additional languages such as Italian and English
- Links
 - SEM videos: [State Secretariat for Migration SEM – YouTube](#)
 - Links to all migration offices
 - Link to the Asylum Act: [AS 2024 189 – Asylum Act \(AsylG\) | Fedlex](#)
 - The European Convention on Human Rights (ECHR)
- Features such as: Search, Categories, Bookmarking