



**AD HOC QUERY ON 2019.44 Language and Communication Policy and Measures in Reception Facilities for Applicants for International Protection**

**Requested by EMN NCP Belgium on 24 March 2019**

**Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Slovakia, Spain, Sweden, United Kingdom plus Norway (24 in Total)**

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**1. Background information**

Reception systems accommodate applicants for international protection from all over the world. This implies that the number of different languages spoken by applicants at any one time can be very high. Knowledge of a national language or a common language may be limited. Furthermore, applicants may be illiterate or have very limited literacy skills. Communication may therefore become difficult. Neither staff nor applicants can express themselves or make themselves understood and this may lead to misunderstandings, frustration and anxiety.

The Study and Policy Unit from the Directorate of Policy Support of the Federal Agency for the Reception of Asylum Seekers (Fedasil) is currently elaborating a **language and communication policy** and would like to know how your country **deals with this great language diversity amongst applicants for international protection in reception**.

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A language and communication policy or measures may include the use of interpreters (remotely or face-to-face), translated texts and leaflets, pictograms, cultural mediators, multilingual staff, using other applicants as interpreters, specific settings or conditions during which interpreters may be used, multilingual tools or apps, or any other means of communication.

**This question does not regard your country's policy on language acquisition nor language lessons given to applicants.**

## **2. Questions**

**1. Does your country have a specific language and communication policy or guidelines for applicants for international protection in reception? If so, what does the policy or guidelines consists of?**

**2. If no explicit policy or guidelines exist, does your country implement specific measures or practical solutions to enable or improve the communication with applicants for international protection in reception? If so, which measures or practical solutions are in place?**

**3. Has the effectiveness of the policy or measures/practical solutions ever been evaluated?**

**4. Are you aware of studies/research on language and communication with applicants for international protection in reception conducted in your country? If so, can you provide links or soft copies of this research (in English/French/Dutch/German)?**

We would very much appreciate your responses by **25 April 2019**.

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**3. Responses**

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		Wider Dissemination <sup>2</sup>	
	EMN NCP Austria	Yes	<p>1. After a public tender, the company ORS Service GmbH is exclusively authorized – in the Federal State’s range of authority – to look after persons in need of help and protection who are accommodated in federal accommodation centers. The determination of language and communication strategies or such guidelines therefore does not take place at Federal State’s level but behooves the ORS Service GmbH.---Source: Ministry of the Interior</p> <p>2. The framework agreement between the Ministry of the Interior and the ORS Service GmbH stipulates that the most important languages must be covered by the company’s support staff and that interpreters are to be consulted if necessary. Currently, a video interpretation system regarding the languages that cannot be covered directly is being tested in the federal accommodation centers. Furthermore, in the federal accommodation centers information material is available in the most common languages. ---Source: Ministry of the Interior</p> <p>3. The evaluation regarding language needs takes place continuously. The support staff is deployed in the federal accommodation centers as required. ---Source: Ministry of the Interior</p> <p>4. No. ---Source: Ministry of the Interior</p>

<sup>1</sup> If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

<sup>2</sup> A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. No, there is no specific policy in place. However, the Law of 12 January 2007 on the reception of asylum seekers and of certain other categories of foreigners (Reception Act) has some provisions relating to language and communication: Art. 11 states that, when assigning a reception facility, Fedasil ensures that this place is adapted to the needs of the applicant. The assessment of the adapted nature of the reception place is based on criteria such as the knowledge of one of the national languages. So if an applicant speaks French, Fedasil will try, within the limits of the number of available places or the presence of other priority reception needs, to assign the applicant to a reception facility located in the French-speaking part of Belgium. Article 14 states that the Federal Reception Agency has to provide an information brochure written in "as far as possible, a language that the applicant understands". And according to Article 15, the Federal Reception Agency has to guarantee the access to social interpretation services: "the Agency or the partner shall ensure that the beneficiary of the reception has access to social interpretation and translation services in the exercise of their rights and obligations (...). The Agency or partner may conclude agreements with services or organisations specialised in the field of social interpretation and translation". It concerns 'social' interpreters – these are certified interpreters who are trained to interpret in social contexts. They may be contacted by telephone or be booked to interpret on site. Also, at the operational level of Fedasil, there is no comprehensive language and communication policy. Dealing with multilingualism has never been an official priority since the creation of Fedasil in 2002. Nonetheless, various initiatives have emerged over the years, including to meet legal obligations stated in the Reception Act: Firstly, various informative documents have been translated in several languages for applicants over the past decade. The most recent is the translation of the new internal rules and regulations of the reception centres in October 2018 in 12 different languages (Dutch, French, Albanian, Arabic, German, English, Lingala, Pashtu, Fula (Peul), Russian, Somali and Tigrinya). The internal rules provide that applicants for international protection may file a complaint against the reception structure, orally or in writing in Dutch, French, German or English. If a beneficiary does not agree with a decision with regard to medical assistance, a written appeal can be submitted in Dutch, French, German or English. If a resident does not agree with an imposed sanction, an appeal can be made in writing in Dutch, French, German or English. A second set of initiatives concerns the collaboration with social interpretation services. Over the years, there have been several consultations with organisations specialised in the field of social interpretation and translation about, inter alia, the hourly rate for interpretation services. In the reception network it was opted to work with mainstream social interpretation services instead of working with own interpreters, as is the case with the Office of the Commissioner General for Refugees and Stateless Persons, for example. Thirdly, the minimum standards for reception that have been in force in the reception network since July 2018 contain various provisions relating to dealing with linguistic diversity and work towards a well-thought-</p>
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			<p>out policy that recognises the problem of multilingualism and seeks to provide appropriate guidelines. For example: a reception structure is initially expected to register the language skills of residents (standard A18). Fedasil's quality standards also follow the principle that the information about the reception must be provided in a language that the applicant understands sufficiently, but it is not specified that the information must also be provided in writing (A6). Based on the language skills and the communicative setting, it must be considered whether translation or interpretation is required. The point of departure is that "the communication between the staff of reception structure and the resident takes place in a language that both conversation partners sufficiently understand. The resident is given the opportunity to express himself and to be understood relating all aspects of daily life."(A18) If fluent communication cannot be guaranteed, an interpreter must be involved in the social and legal guidance provided to the applicant (A18), as well as in the medical support (B19) and the psychological support. Upon arrival in a reception structure, it is normally foreseen that a social intake is done with a social interpreter if necessary. But because the reception structure usually does not know in advance which language a new resident speaks, the offer of interpreters is scarce, and there is an expectation to conduct an intake within four days, the conversation is often held without a social interpreter. It is the responsibility of the reception facility to provide access to interpreters. Preference is always given to social interpreters or intercultural mediators. Other residents or staff members can only interpret with the resident's agreement. This is possible at the request of the resident or in urgent cases, but never in the context of psychological counselling (B23). In addition, minors may never be used as interpreters. The quality standards do not express a preference for interpreters by telephone, on site or via the internet (Skype). The reception structure must pay for interpreting services (C15) if there is no free offer, including any trips that have to be made in this context. The quality standards give great discretionary power to reception centres and the individual decision-making process of social workers. Moreover, it is noticeable that nowhere, both in legal and operational terms, explicit attention is paid to the accessibility of communication, both in terms of clear and neutral communication. In summary, both in legal and operational terms, relatively little has been formalized concerning language diversity in reception.</p> <p>2. Besides the use of 'social' interpreters, the following means of communication are in use:- translated texts such as information leaflets and the internal rules;- pictograms, mainly regarding safety and house rules;- multilingual staff who can perform their duties directly in a language the applicant can understand;- at times, multilingual staff is called upon to translate/interpret;- applicants who reside in the same reception facility may be asked to interpret. There is currently a project ongoing to provide some basic interpretation skills to some of these "assistant" interpreters;- applicants may ask a relative or friend to interpret;- Fedasil's quality standards provide</p>
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			<p>for the use of certified interpreters, especially in 'sensitive' contexts;- there are some volunteer cultural mediators available in some of the reception facilities;- a system of video interpretation via webcam is available for doctors and medical units. This is organised by the Ministry of Health- there are some multilingual websites available (for example Zanzu.be on sexual and reproductive health); - there are some multilingual apps available and Fedasil will launch later this year a multilingual mobile app with information for applicants;- multilingual animation films (on internal rules, on vaccinations).</p> <p>3. It has only been evaluated indirectly. For example, an extensive study on vulnerable persons in reception was carried out and one of its findings was the lack of interpretation, and the lack of interpreters trained to interpret in sensitive contexts.</p> <p>4. To our knowledge, there is no language and communication research specifically conducted on applicants for international protection in reception facilities. There is research on discourse analysis during the procedure for international protection (Katrijn Maryns, 2006), but not in reception facilities. However, there are currently a number of ongoing studies concerning communication in reception. These are ethnographic and sociolinguistic studies, results of which are expected by end of 2019 or in 2020. A study on illiteracy specifically amongst applicants in reception is also being carried out.</p>
	<p>EMN NCP Bulgaria</p>	<p>Yes</p>	<p>1. According to the Law on Asylum and Refugees not later than 15 days after filing the application, applicants are informed in writing in a language he/she understands about the conditions for lodging the application, the procedure to follow, and their rights and obligations, as well as the organizations providing legal and social assistance to aliens. Where the circumstances so require, this information may be presented orally. Aliens benefiting from temporary protection shall be provided with information, in writing, in a language they understand, on the rules concerning temporary protection. The aliens seeking international protection who are accommodated at closed-type centres are entitled to information in a language they understand about the internal rules of the relevant centre and about their rights and obligations.</p> <p>2. Brochures about the asylum procedure have been printed in six languages. Information boards have been installed on which the rights and obligations of asylum seekers have been written down in five languages. SAR</p>

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			<p>has been hiring medical staff, part of them being of Arabic origin. This proves to be useful, given the nationality of most of the asylum seekers. Interpretation is provided both during the procedure for international protection and in everyday communication. The State Agency for Refugees, jointly with UNHCR, developed and has been using colour posters translated into the main languages of the asylum seekers: Hygiene, Who is who in the reception centre and the animated film "The Daily Regime". A good practice, established over the years, is working with social mediators. The social mediators supporting asylum seekers and beneficiaries are selected among other migrants, beneficiaries, family members of mixed marriages, foreigners with permitted residence in the country and Bulgarian citizens who are fluent in the most commonly used languages by those seeking protection and familiar with the culture of the countries where the largest groups applying for refugee or humanitarian status come from.</p> <p>3. N/A</p> <p>4. Studies are available in the context of the asylum process.</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. Act on International and Temporary Protection (NN 70/15 i 127/17) (<a href="https://zakon.hr/z/798/Zakon-o-medunarodnoj-i-privremenoj-zaštiti">https://zakon.hr/z/798/Zakon-o-medunarodnoj-i-privremenoj-zaštiti</a> ) proscribes the use of interpreters during the asylum procedure, conditions for concluding the agreements with the translators/interpreters (Article 13.) and language and script of the procedure (Article 14.). There are no extra policy or guidelines concerning language and communication with applicants for international protection. In practice, for the majority of languages that we deal with, official interpreters who made an agreement with Ministry about their work exist. Interpretations can be provided both face-to-face or remotely, if it is in the interest of the applicant for international protection in the process. It is important to mention that in every official matter, concerning applicants, official interpreter is used. Also information about the process, as well as House rules of the Reception Centre for applicants for international protection, are given to them in their language, or read to them by our official interpreter if the person is illiterate. In every day communication with applicants we are collaborating with interpreters and cultural mediators who are employees or volunteers of NGO's working in reception centers. Except from that usual practice, regarding every day communication and providing information about functioning of the center, translated texts and leaflets are used, as well as help from other applicants. We must note that using other applicants as interpreters is only possible for topics that are not part of the international protection procedure and if the topic is not of sensitive</p>

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			<p>nature.</p> <p>2. In practice, if official interpreter is not available during the reception process, there is cooperation with interpreters and cultural mediators from NGO`s that work in Reception Centre for applicants for international protection. Also, the most common practical solution is using other applicants as interpreters and using translated texts and leaflets.</p> <p>3. No. Concerning we have no extra policy or guidelines on language and communication with applicants for international protection effectiveness of the policy or measures/practical solutions has never been evaluated.</p> <p>4. No. We have no studies/research on language and communication with applicants for international protection but we are interested in the topic and would like to find out about new possibilities, how this is done in other member states and possibly participate in creation and adopt such guidelines and policies.</p>
	EMN NCP Cyprus	Yes	<p>1. According to the Cyprus Refugee Laws, the Asylum Service provides interpretation services upon application orally or writing in a language the applicant understands or is reasonably supposed to be understood by the applicant. At the reception centres, the Asylum Services employees on spot interpreters of the main languages of the applicants (i.e. Arabic, French, Sorani). Also, written leaflets are available in different languages on the asylum and reception procedures.</p> <p>2. N/A</p> <p>3. No</p> <p>4. N/A</p>
	EMN NCP Czech	Yes	<p>1. Our organization's services, including interpreting and translation, are governed by the Act on Asylum and the Act on the Residence of the Foreign Nationals in the Territory of the Czech Republic. Our organization uses its own</p>

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	Republic		<p>Guidance on ordering and reporting interpreting and translation services. This guideline includes the way in which interpreting is ordered and how it is reported and evaluated. We use telephone interpreting or face to face interpreting at every entrance interview with each client (and in many other cases) and we use the services of interpreters in all necessary languages that our clients speak. Some important documents, such as accommodation rules or basic information about our services, are obtained by each client translated into his/her language upon entering the facility.</p> <p>2. Please, see Q1.</p> <p>3. We use feedback from our employees and clients to evaluate the effectiveness of interpreting services. If the client or employee is not satisfied with the services of a particular interpreter, we will terminate the cooperation with this interpreter and find another.</p> <p>4. We are not aware of any research or study on this subject.</p>
	EMN NCP Estonia	Yes	<p>1. There is no such as policy or guidelines. For applicants for international protection Estonian language learning is provided by AS Hoolekandeteenused. They are also providing accommodation centre services for asylum applicants. Accommodation center has a service contract with Ministry of Social Affairs and they are obliged to provide Estonian languages learning lessons 3 times/2 academic hours per week. There is no restrictions on languages levels, but mainly courses for beginners are needed. Translator assistance is also used for more complex conversations or actions.</p> <p>2. Please look at the previous answer.</p> <p>3. No</p> <p>4. No</p>

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	<p>EMN NCP Finland</p>	<p>Yes</p>	<ol style="list-style-type: none"> <li>1. Finland does not have one specific policy or guideline. The issue is included in several different guidelines, e.g. when applicants are given information, when an interpreter is needed, that translated information material is to be used etc. The Act on the Reception of Persons Applying for International Protection includes provisions on interpretation and translation.</li> <li>2. The use of interpretation and the translation of information material (flyers, posters, information leaflets). The amount of translated information material has increased a lot during the last 3-4 years.</li> <li>3. No, as there is not a single policy on the issue. Information on social and health care requires a different approaches compared to information on work and studies. Therefore the effectiveness should be evaluated more regarding the contents than the means of communication.</li> <li>4. There is at least one master's thesis that's close to the topic, although it is only available in Finnish.</li> </ol>
	<p>EMN NCP France</p>	<p>Yes</p>	<ol style="list-style-type: none"> <li>1. The decree of 19 March 2011 on the missions of reception centres for asylum seekers (CADA) and the management of the National Reception Scheme foresees that asylum seekers receive an information booklet written in a language they understand upon their arrival at a CADA. They can also be assisted by an interpreter to help them understand the content of the booklet as it provides all the information relating to their stay in the CADA. A "contract of stay", which has to be signed by the asylum seeker after arrival, is also made available in languages the applicant knows. This contract informs them about their rights and duties in the centre. Each CADA manager is responsible for determining the languages available in his/her centre.</li> <li>2. N/A.</li> <li>3. The Law of 2 January 2002 updating social and medico-social action requires from establishments and services listed in article L. 312.1 of the Code of social action and families (which includes the CADA) to review their activities and the quality of their services. Thus, as provided by article L. 312-8 of the Code of social action and families, the managers of CADA must conduct an internal evaluation of the activities and the quality of the services provided in their centres. The manager is required to include a state of play of the internal assessment in</li> </ol>

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			<p>the CADA's annual activity report, and to send it to the Prefect. They are also required to report to the Prefect on the results of at least one evaluation. In order to conduct their internal evaluation, the managers of a CADA notably rely on the analysis and recommendations of good practices established by the High Authority of Healthcare (HAS), a public consulting entity. The HAS is thus mandated to provide reference tools for assessment and recommendations of good practices in the establishment and to validate the activity evaluations. In March 2014, the HAS published a report on individualized support in the CADAs. This study highlights several good practices which includes as well the conduct of first contact in the centre in a language understood by the asylum-seekers. Finally, the managers of a CADA are also required to undergo an external evaluation of the CADA's activities by a third-party body accredited by the HAS. Two mandatory external evaluations have to be conducted during the authorisation period of the CADA.</p> <p>4. Several studies on the conditions and modalities of the reception of asylum seekers have been conducted by NGOs and associations providing supports to migrants, asylum seekers and refugees (such as France Terre d'Asile or Forum Réfugiés-Cosi). These studies report on the quality and efficiency of the support schemes put in place for asylum seekers in CADAs, which includes as well interpreting services.</p>
	<p>EMN NCP Greece</p>	<p>Yes</p>	<p>1. The Social Integration Directorate of the Ministry for Migration Policy does not have a specific language or communication policy for applicants for international protection in reception, as the Reception and Identification Service and the Asylum Service are the competent authorities for the reception and the asylum procedure of refugees. However, the enhancement of intercultural mediation services is a priority and one of the main goals of our Division as it is also inherent through several actions proposed in the National Integration Strategy of the Ministry for Migration Policy which is now being finalized. In July 2018, the Governmental Council for Social Policy adopted the new National Integration Strategy (NSI) for immigrants, asylum seekers and beneficiaries of international protection, which was developed by the Ministry of Migration Policy following cooperation with the relevant Ministries. The NSI was set under public consultation in January 2019. The consultation was successfully completed in February 2019.</p> <p>2. Strengthening the role of mediation services and intercultural mediators is provided in pillar 5 of the new National Strategy for Integration and is promoted through the following actions: i. Employment of Intercultural</p>

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			<p>Mediators in Migrant Integration Centers. Migrant Integration Centers are a “one-stop-shop” model service where foreign citizens (including applicants for international protection) can find “under one roof” a whole range of services (legal advice, information about residence permits, about access in labour market, about language learning and other integration projects and services in the country) and they are set up in cities with high concentration of migrants/refugees. According to the Guidelines for the Operation of Migrant Integration Centers, the hiring of intercultural mediator is mandatory in order to facilitate the communication between migrants and public services or local authorities/offices.ii. Development of a job profile of the intercultural mediator.The Social Integration Directorate acknowledging the very important role of intercultural mediators in overcoming linguistic barriers as well as bridging cultural differences has elaborated in collaboration with experienced agencies and social partners (General Federation of Employees, Hellenic Confederation of Professionals, Craftsmen and Merchants) the job profile of intercultural mediator. It is the intention of the Ministry for Migration Policy to institutionalize the job of the intercultural mediator in order to enforce its credibility and to improve the quality of services provided. iii. Enhancement of intercultural mediation services in Migrant Integration Centers and Community Centers. The Social Integration Directorate has planned and is currently taking steps in order to have implemented a project of training and employing 70 intercultural mediators in Migrant Integration Centers (MIC) and Community Centers (CC) in 57 municipalities all over the country. The project’s aim is twofold: a) to cover the needs of MICs which are either understaffed or need more than one mediation languages, and b) to staff with intercultural mediators CCs which do not have MICs units, but which provide services to a significant number of migrants/refugees.</p> <p>3. The Social Integration Directorate is in close collaboration with the Migrant Integration Centers collecting feedback about their operation. Through the mail that is exchanged and the meetings that took place, the effectiveness of intercultural mediation was repeatedly reported; therefore our Directorate proceeded to the expansion of the project in 57 municipalities. Also, the fact that 57 municipalities wanted to take part in the relevant project implies that intercultural mediation is a successful measure.</p> <p>4. There have been numerous studies/researches regarding the reception conditions of applicants for international protection from Universities and other national and European entities, but, in Greek. If there is an interest for these, please contact us at emn@immigration.gov.gr</p>
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	<p>EMN NCP Hungary</p>	<p>Yes</p>	<p>1. Hungary does not have a specific language and communication policy or guidelines for applicants for international protection in reception.</p> <p>2. Yes, Hungary has implemented specific measures and practical solutions to enable and improve the communication with applicants for international protection in reception. House rules of the reception centre are available in 10 different languages (Arabic, Pashto, Farsi, Urdu, Somali, Kurdish, English, German, French, Chinese). Other important information leaflets, for instance, weekly schedule or menu are available in English. Leaflets explaining what trafficking in human beings (hereinafter: THB) is are available in reception facilities of the Immigration and Asylum Office. The leaflet is available in 11 different languages (English, French, Arabic, Dari, Farsi, Urdu, Pashto, Kurdish, Chinese (Mandarin), Serbian and Ukrainian). Furthermore, some pictograms are used during the reception in order to raise the awareness to keep clean the living environment. Social workers and health care personnel use English as an intermediary language or communication is provided through cross-interpreting. The asylum authority is working continuously to ensure that an interpreter is present not only during the asylum procedure but also throughout reception and care (e.g. medical examination). Currently, within the framework of AMIF, Immigration and Asylum Office ensures Arabic and Pashtun interpreters during the reception. It is a good practice in Hungary that a reception officer, an asylum case officer, and an interpreter provide information together every week so asylum seekers can receive information about his/her asylum case and reception conditions as well at the same time. Thanks to this practical measure, information provision is more efficient and asylum authority can avoid misunderstandings.</p> <p>3. N/A</p> <p>4. Asylum authority is not aware of studies or research on language and communication with applicants for international protection in reception conducted in Hungary. Studies – mostly in Hungarian language – are only available in the context of the asylum process: how to provide interpretation during the asylum procedure (for instance, what is the role of an interpreter during the asylum interview).</p>
	<p>EMN NCP Italy</p>	<p>Yes</p>	<p>1. Yes, Italy has foreseen a specific language and communication policy for applicants for international protection, defined as part of the Italian Law 25/2008, art.10.</p>

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			<p>At the time of the submission of an asylum claim, the competent Police's office informs the applicant about the procedure, rights and duties and all available means useful in examining the application. The information about the possibility to ask for international protection are provided through an information leaflet, drafted by National Commission for Asylum, which contains all the indications regarding (art. 10 comma 1 and 2 of Law 25/2008):</p> <ul style="list-style-type: none"><li>a. Phases of asylum procedure, included the possibility to appeal in front of a judge a refusal decision of the administrative authority (Commissioni Territoriali): art. 35 of Law 25/2008;</li><li>b. Rights and duties of the asylum seekers during the procedure;</li><li>c. The right to medical and reception assistance;</li><li>d. The possibility to contact UNHCR and other human rights organizations to be supported in every step of the procedure.</li></ul> <p>The information must be communicated in a language understandable by the claimant, who has the right to be assisted by an interpreter and a cultural mediator in every phases of the procedure and in all phases of reception. The applicant is guaranteed, at every stage of the procedure, the possibility of contacting the UNHCR or other organization of his confidence in matters of asylum.</p> <p>Moreover, it is promptly informed of the decision concerning the application. All communications concerning the procedure for the recognition of international protection are made to the applicant in the first language indicated by him/her, or, if this is not possible, in English, French, Spanish or Arabic, according to the preference indicated by the 'interested.</p> <p>In all the phases of the procedure related to the presentation and examination of the application, the applicant is guaranteed, if necessary, the assistance of an interpreter of his language or another language he/she understands. Where necessary, the documentation produced by the applicant is translated at each stage of the procedure.</p> <p>In the event of a challenge to the decision in the jurisdictional sphere, the applicant is assured the above-mentioned guarantees during the course of the relative judgment. According to art. 10 of law 25/2008, applicants have the right to obtain information translated in the language understood. So, the Court shall nullify an asylum decision taken by the administrative authority (Commissione Territoriale) if it has been issued in a language unknown by the applicant.</p> <p>Art.10-bis of Law 25/2008 extends the above-mentioned rights to migrants who ask for asylum in the border and transit zones, where it is guaranteed the presence of UNCHR's officials and other protection institutions. The above-mentioned rights are granted both in reception and detention centers.</p> <p>Moreover, until 2018, the Italian integration policy envisaged, according to the Operating Guidelines of SPRAR</p>
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			<p>that, in reception centers [both extraordinary reception centers (CAS) and SPRAR (system of protection for asylum seekers and refugee)], the beneficiaries of the hospitality had to share and sign a “reception agreement”, containing mutual commitments, among which, the attendance of courses of alphabetization and Italian language aiming at improving social integration. Since the entry into force of the Law of 1 December 2018, n. 132, it should be noted that the integration policy has been changed, according to which, within the above-mentioned SPRAR (now called SIPROIMI), only international protection holders and unaccompanied foreign minors will be received, while applicants for international protection/asylum seekers will receive hospitality only in extraordinary reception centers where the above-mentioned integration measures will not be foreseen.</p> <p>Making a focus on integration, it is noted that the achievement of a sufficient knowledge of Italian language is considered a fundamental step toward a civic integration. According to law 179/2011 and consequent circulars emanated by Minister of Interior (like the one of 6 November 2012, 3 February 2014 or n. 824 of 10 February 2014), the level that has to be obtained is at least A2, according to EU common framework for knowledge of languages. So, in addition to language courses, the law provides for free training lessons (ten hours in Provincial Centres of Adult Education (CPIA) or local permanent centres (CTP)) about fundamental principles of Italian Constitution, civic culture and life in Italy (article 3 comma 1 of Law 179/2011). This reference level of knowledge also applies to refugees and beneficiaries of subsidiary protection.</p> <p>L2 Italian courses offered at Provincial Centres of Adult Education concern A1 and A2 levels of the Common European Framework of Reference for Languages (CEFR). The "Guidelines for planning literacy and learning courses of the Italian language" drawn up by the Ministry of the Education, University and Research provide indications for developing the learning units.</p> <p>Based on the assumption that a foreign student who underwent schooling in his country of origin generally employs 100 hours to acquire the skills foreseen for each of the initial levels of the Common European Framework of Reference for Languages (CEFR), the Guidelines foresee literacy courses of maximum 200 hours in total, to attain A2 level, divided as follows:</p> <ul style="list-style-type: none"> <li>-20 hours of welcoming and orientation;</li> <li>-180 hours of teaching activity.</li> </ul> <p>The 180 hours of teaching activity are distributed as follows:</p> <ul style="list-style-type: none"> <li>-100 hours to attain A1 level which include: 20 hours of listening, 20 of reading, 20 hours of oral and written interaction, 20 hours of oral production and 20 hours of written production. The contents to attain A1 level concern basic knowledge, simple vocabulary and sentences referring to the person, his family and the environment.</li> </ul>
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			<p>-80 hours to attain A2 level which include: 15 hours of listening, 15 of reading, 20 hours of oral and written interaction, 15 hours of oral production and 15 hours of written production. The contents to attain A2 level focus on expressions and sentences concerning contexts of social life, culture and work, in addition to expressions and sentences referring to the Italian Constitution, in particular work, rights and duties, organisation and operation of public institutions.</p> <p>In order to facilitate access to courses and sustainable attendance, the units proposed to foreign citizens are personalised and of modular type, aimed at acquiring skills assessed as missing during the welcoming and orientation phase. For this reason, the courses offered to attain different levels (A1 and A2) have a variable duration according to the specific needs of the learning group and are held in days and at times compatible with the students' needs (also outside working hours).</p> <p>At the end of the course, after an assessment of the concepts learned, the Provincial Centre of Adult Education releases a level certification (A1 or A2 based on the course attended and level reached).</p> <p>As for L2 Italian courses, the Ministry of Education, University and Research has diffused "Guidelines for planning civic training and information sessions, as set forth by art. 3 of Presidential Decree 179/2011" also for civic education courses.</p> <p>2. N.A.</p> <p>3. No, it hasn't been evaluated yet.</p> <p>4. Yes, studies/researches have been carried out but none in the indicated languages.</p>
	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. No, there is no specific policy in place.</p> <p>2. Following communication are in use: certified interpreters; - translated internal rules (for now translated in 5 different languages – Russian, English, Arabic, Farsi and Kurdish. Depending on the influx of asylum seekers and the country of origin, we can translate into other languages);- translated house rules (such as fire safety, electrical safety); translated information leaflets;- multilingual staff who can communicate in a language the applicant can understand (at this moment most applicants are speaking in Russian language);- Red cross is</p>

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			<p>providing cultural mediators for applicant;- multilingual medical staff is available for applicant and if necessary certified interpreters. There is system of video interpretation via webcam if it's necessary.</p> <p>3. There was no evaluation yet.</p> <p>4. There is no language and communication research specifically conducted on applicants in reception facility.</p>
	EMN NCP Lithuania	Yes	<p>1. No.</p> <p>2. Yes. -During the communication with applicants for international protection the help of interpreters is constantly used (in receiving services as well as during interviews, etc.). Both face-to-face and remote translations (via video calls, Skype or phone) are provided. -During the increase of the applications from Syria, Arabic translator was always present at the reception facilities. -Officials working with the applicants can speak either Russian or English which often helps to communicate well. Recently majority of applicants can communicate in Russian. -Leaflets are also handed out in several languages. Internal policies, contracts, rights and duties are presented in various languages to applicants for international protection and/or translated on the spot by interpreter. -Power point presentations with pictures (to introduce Lithuanian history, geography, childcare) are also provided in Lithuanian language as well as translated to the language the applicant understands.</p> <p>3. N/A</p> <p>4. Not to the best of our knowledge.</p>
	EMN NCP Luxembourg	Yes	<p>1. 1. In Luxembourg there is no specific language and communication policy or guidelines for applicants for international protection in reception. However, the law of 18 December 2015 on reception for applicants of international protection and temporary protection (Reception Law) contains certain measures about the use of language. Article 3 of the Reception Law establishes that during the first 15 days after filing the application of international protection, the applicants are informed of the advantages they could benefit and the obligations</p>

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			<p>they have to respect in regard to the reception conditions established in the law. They are also informed on the organisations or the groups of persons, which assure specific legal aid and of organisations susceptible of helping or informing them concerning the reception conditions that they can benefit including medical care. This information is provided by writing and in a language that they comprehend or that they reasonable are supposed to understand. This information also can be provided orally.</p> <p>2. 2. Even if there is no national policy and no guidelines, several measures exist that aim to facilitate communication. In Luxembourg the reception facilities for international protection applicants (IPAs) are run either by the Luxembourg Reception and Integration Agency (OLAI), by Caritas (11 reception facilities) or the Red Cross (5 reception facilities).The organisations which manage the reception facilities have often a multilingual staff from diverse cultural backgrounds that facilitates the communication with the IPAs.In OLAI, the information is provided orally. They have also some interpreters.During the first reception phase (phase 1 and 2), the Red Cross fulfils a mission of disseminating the information and filling out the application forms for social aid (a condition for being housed in one of the reception facilities and receive social and material aid). The forms and the information are available in different languages. The staff of the first reception center of phase 1 is grouping the IPAs according to their languages for the organisation of information sessions with the assistance of an interpreter. If the Red Cross has a multilingual staff during the first reception phase, only the French and English languages are required in terms of staff engagement while other languages will be considered an asset. If necessary, Red Cross calls on his service of intercultural interpreters for interviews. This service funded by OLAI/ Ministry of Family Affairs, Integration and the Greater Region has for mission to provide professional support for public administrations, medical and assistance institutions, in difficult communication, by offering medical and social interpreting médical et social and by raising the professional's awareness on intercultural communication.The intervention of an interpreter to facilitate the communication is not only in respect of the user's rights, but also a tool for professionals to improve the quality of their services and to exercise fully their function.The service is comprising a staff of interpreters speaking over 25 langues and dialects. They have been chosen for their language, cultural and communication skills. Bound to professional secrecy and respecting a code of ethics, they regularly participate to supervisions, discussion groups and analyses of practices.This service of intercultural interpreters is also used by OLAI and Caritas. Caritas Luxembourg offers since several years a social reception service in different languages : Russian, Serbian, Croatian, Bosnian, Albanian, Arab, Persian. The permanent staff masters the following languages : Albanian, Russian, Serbian, Croatian, Bosnian. The IPAs receive information regarding their rights, above all on the asylum, Dublin and family reunification</p>
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			<p>procedures, but also on all the proceedings which concern them, useful information to facilitate everyday life in Luxembourg, assistance for preparing their file, the translation of certain documents, support for finding housing and a job, ... The social service of Caritas comprehends guidance in 11 languages, German, French, English, Russian, Serbian, Croatian, Bosnian, Albanian, Arab, Persian, Tigrina. Also social translation by phone is offered in Albanian, Russian, Serbian, Croatian, Bosnian, Arab and Persian. It is since the end of 2015 that Caritas offers guidance and information sessions in Arab, Persian and Tigrina. The interpreters have attended two types of trainings: the interpreter's training of the Red Cross and a training on the legal framework on asylum and immigration offered by Caritas. The professional teams of the reception facilities run by Caritas are formed by social workers, educators and psychologists. The communication in the reception facilities is very complicated. There are some interpreters working under Vocational integration activities (Activités d'insertion professionnelle), a measure consisting of temporarily assigning jobseekers to collective work or internships. These interpreters are helpful for facilitating everyday life in the reception center but they are not suited for procedural issues or the social follow-up. In some situations, Caritas calls on professionals, but for certain languages there is an availability problem of the skills needed.</p> <p>3. No</p> <p>4. No</p>
	<p>EMN NCP Malta</p>	<p>Yes</p>	<p>1. No published policy is available at the present stage.</p> <p>2. Yes AWAS uses interpreters, cultural mediators and translators in various aspects of its work with the asylum seekers.</p> <p>3. No.</p> <p>4. No.</p>

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	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<p>1. Yes, the Netherlands has specific language and communication policy / guidelines for applicants for international protection in reception. IND: During the application procedure, the applicant is entitled to an interpreter. In principle, this needs to be an interpreter confirmed by oath. However, in case interpreters confirmed by oath are not available, but there is an urgent need for interpreters, the Immigration and Naturalisation Service (IND) could approach interpreters who are not confirmed by oath. Furthermore, a code of conduct has been established for interpreters who work for the IND. COA: At the Central Agency for the Reception of Asylum Seekers (COA) an interpreter can be requested. COA will cover the costs. Even when an asylum seeker needs an interpreter when visiting a medical care provider, the COA pays the costs. Often, an interpreter is available within a few minutes by telephone. COA contracted a professional party who delivers the services and who contracts professional interpreters on a base that is stated in a schedule of requirements. Furthermore, the house rules of COA are offered in several mother languages of the inhabitants and COA has a website especially for asylum seekers (<a href="http://www.mycoa.nl">www.mycoa.nl</a>). The information on this site is provided in Dutch, English, French, Armenian, Arabic, Persian, Russian, Somali, Tigriniya and Turkish. The site consists of 2 parts: general information and local information. For information purposes, professional translators translate. Google Translate is also used for local information (such as announcements of activities). This is not satisfactory.</p> <p>2. COA: COA constantly tries to improve the way they communicate with their residents, this also includes translation services. NIDOS: The Dutch Council for Refugees (Nidos) works with volunteer interpreters. In addition, this organisation wants to start an experiment with a 'interpreter telephone.' Voluntary interpreters could be contacted by phone. In a document about unaccompanied alien minors from Eritrea by NIDOS it is stated that often the choice needs to be made whether communication will take place by written language, other asylum seekers or / and Google Translate, or whether a professional interpreter is required because of the importance of the information that will be discussed. In addition, Nidos recommends to visualise as much as possible and to create for instance tables that show who the unaccompanied alien minors can approach for which questions. (<a href="https://www.nidos.nl/wp-content/uploads/2018/05/Toolkit.pdf">https://www.nidos.nl/wp-content/uploads/2018/05/Toolkit.pdf</a>)</p> <p>3. In 2007, the Research and Documentation Centre of the Ministry of Justice and Security evaluated measures from 2003 with regard to the demand, supply and mediation of interpreters who work in the field of Justice. (<a href="https://www.wodc.nl/onderzoeksdatabase/evaluatie-marktwerking-tolk-en-vertaaldiensten.aspx">https://www.wodc.nl/onderzoeksdatabase/evaluatie-marktwerking-tolk-en-vertaaldiensten.aspx</a>) IND: Interpreters who work for the IND are evaluated on an individual basis. COA: the quality of interpreters is monitored constantly. Whenever an interpreter delivers a bad job COA fills in a form with the complaint and look for a</p>
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			<p>satisfying solution. The number of complaints over the year is less then 3 per month. An interpreter who performs below expectations for a few times will not be contracted anymore.</p> <p>4. COA does not have studies or reports on this other than the management info they receive from their contracted party.</p>
	<p>EMN NCP Poland</p>	<p>Yes</p>	<p>1. Asylum seekers can indicate the preferable language for conducting an interview in the proceeding for international protection. They have also the right to submit applications and complaints to the Head of the Office for Foreigners in their native language. The Office for Foreigners does not employ any interpreters. Every year it call a public tender for interpreting service instead. Within the current contract with the service provider there are two options to get interpretation: either to call for interpreters to the designated facilities (e.g. for the purpose of interviewing asylum seekers, and conducting consecutive interpretation with applicants), or to call to perform written translations (i.e. commonly used for translating documents and other written evidence, however less frequently used than calls for consecutive interpreting). Because of the fact that the current system does not respond to all needs (especially regarding to the reception field and day-to-day work with reception centres inhabitants), the Office for Foreigners decided to subsume to the public tender for interpreting services translation on the phone. What needs to be underlined, the greatest majority of asylum seekers applying for an international protection in Poland speaks Russian, and so do the employees of the Office for Foreigners. The new solution is a response for appearing those newcomers whose mother tongue is different.</p> <p>2. Issues of communication (interview, applications and complaints) with asylum seekers are regulated by the Act of 13 June 2003 on granting protection to aliens within the territory of the Republic of Poland. Practical solutions improving the communication with applicants – as described above.</p> <p>3. The evaluation came to the conclusion of looking for the new tools. Translations performed on the phone are going to improve the service of applicants.</p> <p>4. The Office for Foreigners doesn't know studies/research on language and communication with asylum seekers conducted in Poland.</p>

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	<p>EMN NCP Slovakia</p>	<p>Yes</p>	<p>1. Pursuant to the Act on Asylum n. 480/2002, a designated employee of the Migration Office of the Ministry of Interior no later than 15 days after the beginning of proceedings, informs the applicant on his/her rights and obligations, possible consequences of non-compliance or breach of his/her obligations under the Act on Asylum, and on access to legal aid. S/he shall also provide the applicant with information on NGOs dealing with the care of asylum seekers and persons granted asylum; instruction and information shall be provided in a language reasonably assumed to be understood by the applicant and, as far as possible, in writing. The Migration Office issues the internal rules of the asylum facility in the Slovak language and ensures its translation into foreign languages according to the needs of foreigners. In addition to social workers, cultural and non-governmental cultural mediators are employed in the reception centre and accommodation centres, where they can, if necessary, use an interpreter (AMIF project for facilities) to a certain extent. In practice, employees of the asylum facilities also use picture dictionaries, pictograms, leaflets are translated into the languages of the most frequent countries of origin, or other applicants, who can interpret the information in a particular situation are invited.</p> <p>2. See Q1</p> <p>3. In practice, there is a need for an available interpreter more often due to the communication barrier, and it is not always easy to find one who deals with specific languages in real time. As the Slovak Republic does not yet have the State Integration Program, the issue is solved on ad hoc basis.</p> <p>4. We found some potentially related studies, unfortunately available in Slovak only. Abstracts are in English though.</p> <p>Tlmočenie v štátnej správe: deskriptívne a preskriptívne prístupy/ Interpreting in the public sector: descriptive and prescriptive methods  <a href="https://www.academia.edu/14802192/Tlmo%C4%8Denie_v_%C5%A1t%C3%A1tnej_spr%C3%A1ve_deskript%C3%ADvne_a_preskript%C3%ADvne_pr%C3%ADstupy">https://www.academia.edu/14802192/Tlmo%C4%8Denie_v_%C5%A1t%C3%A1tnej_spr%C3%A1ve_deskript%C3%ADvne_a_preskript%C3%ADvne_pr%C3%ADstupy</a></p> <p>Tlmočenie, migranti, štát rozpoznávanie jazykových registrov/ Interpreting, migrants, state: recognition of language  <a href="https://www.academia.edu/27239887/Tu%C5%BEinsk%C3%A1_H._2015b._Tlmo%C4%8Denie_migranti_%C5%A1t%C3%A1t_rozpoznanie_jazykov%C3%BDch_registrov._In_Jazyk_v_politick%C3%BDch_ideologick%C3%BDch_a_interkult%C3%BArnych_vz%C5%A5ahoch_Sociolinguistica_Slovaca_8_Bratislava_Veda_p._243-258">https://www.academia.edu/27239887/Tu%C5%BEinsk%C3%A1_H._2015b._Tlmo%C4%8Denie_migranti_%C5%A1t%C3%A1t_rozpoznanie_jazykov%C3%BDch_registrov._In_Jazyk_v_politick%C3%BDch_ideologick%C3%BDch_a_interkult%C3%BArnych_vz%C5%A5ahoch_Sociolinguistica_Slovaca_8_Bratislava_Veda_p._243-258</a></p>
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			<p>Slová a moc. Prípadoá štúdia zo súdneho pojednávania/Words and power: The case study from interrogation process  <a href="https://www.academia.edu/30906355/Slov%C3%A1_a_moc_Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_z_o_s%C3%BAdneho_pojedn%C3%A1vania._Words_and_power._The_case_study_from_the_interrogation_process">https://www.academia.edu/30906355/Slov%C3%A1_a_moc_Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_z_o_s%C3%BAdneho_pojedn%C3%A1vania._Words_and_power._The_case_study_from_the_interrogation_process</a></p> <p>Akože, nejaký: reč na súde mimo zápisnice. Prípadoá štúdia súdneho pojednávania so žiadateľom o azyl/As if to say, kind of: courtroom talk not in the record.                  A case study of court proceedings with an asylum applicant  <a href="https://www.academia.edu/38057204/Ako%C5%BEE_nejak%C3%BD_re%C4%8D_na_s%C3%BAde_mimo_z%C3%A1pisnice_Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_s%C3%BAdneho_pojedn%C3%A1vania_so_%C5%BEEiadate%C4%BEom_o_azyl">https://www.academia.edu/38057204/Ako%C5%BEE_nejak%C3%BD_re%C4%8D_na_s%C3%BAde_mimo_z%C3%A1pisnice_Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_s%C3%BAdneho_pojedn%C3%A1vania_so_%C5%BEEiadate%C4%BEom_o_azyl</a></p>
	EMN NCP Spain	Yes	<p>1. The Directorate General for Integration and Humanitarian Attention (DGIAH) of the General Secretariat for Immigration and Emigration establishes a framework for action to assist applicants and beneficiaries of international protection. In this framework, instructions are given on the content of the translation and interpretation activities that can be provided in this area of I. P. This framework is part of all the annual calls for grants that support NGOs specialized in I.P. for the attention to this group. Each NGO establishes its own protocol of action although they are usually very similar. The objective of these actions is:- Facilitate communication between the beneficiaries of the program and the public and private services with which they are related in the development of the individualized integration itineraries. - It also aims to ensure a correct understanding of the information, advice and benefits received. To carry out these tasks, the social organizations have a team of translators and interpreters specialized in the subject and competent in the translation and interpretation of all the necessary languages and dialects. These interpreters provide their services according to the needs set by the applicant and carry out the translation of necessary documents as well as interpretation work in front of various public services that the applicant needs to use (eg: employment office, health centers, educational centers, etc.).In addition to the above, in the DGIAH's own centers, the figure of the interpreter is also used if necessary.</p> <p>2. See previous answer.</p>

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			<p>3. The NGOs make an assessment of the translation and interpretation service that is carried out through the feed-back obtained from both the applicant/beneficiary of P.I. and the translator himself/herself. In addition, there is a monitoring of the number of translations / interpretations that are made, the number of people served, the duration, the language, etc.</p> <p>4. N.I.</p>
	EMN NCP Sweden	Yes	<p>1. In Sweden everyone has a right to understand and be understood when in contact with authorities. In other words interpretation will be used when needed. If/when interpretation is needed will be decided on a case-by-case basis. This is not specific to reception centers.</p> <p>2. Of course to some extent you can try to recruit staff talking the main language of the applicants in the reception center. Interpretation over telephone can also be used.</p> <p>3. Not to the best of our knowledge</p> <p>4. No</p>
	EMN NCP United Kingdom	Yes	<p>1. The UK does not a specific policy.</p> <p>2. The UK makes use of a team of interpreters to ensure that all TCNs are able to communicate with reception staff.</p> <p>3. Not at this time.</p> <p>4. We are not aware of any studies carried out in the UK.</p>

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	<p>EMN NCP Norway</p>	<p>Yes</p>	<p>1. 1. Yes, but the Government is also working on a separate, national law. The existing laws and regulations regarding the use of interpreters in the public sector in Norway were considered fragmented and varied. Because of this, in 2013, the Government initiated work on a law regarding interpreting. The proposal for this law has now been sent out to relevant partners and agencies for their comments and will possibly come into force in 2020. That act will probably state that every government agency will be required to use an interpreter whenever necessary. When the law goes into effect, it will require civil servants to ensure professional and appropriate means of communication and will secure a person's rights and integrity in cases regarding a welfare and health. The development of the new act is based on the Government White Paper: NOU 2014: 8 Interpreting in the public sector – a question relating to the right to due process of law and equal treatment. One suggested guideline: "A qualified interpreter must be used when considerations of the due process of law and equal treatment are important and when it is required that the administrative body or agency has to use an interpreter to protect an individual's interests. The public authorities should assess the need to use an interpreter in all situations where there is contact with individuals who do not have sufficient command of the administrative language."  <a href="https://www.regjeringen.no/contentassets/a47e34bc4d7344a18192e28ce8b95b7b/no/sved/nou_2014_8_samme_ndrag_engelsk.pdf">https://www.regjeringen.no/contentassets/a47e34bc4d7344a18192e28ce8b95b7b/no/sved/nou_2014_8_samme_ndrag_engelsk.pdf</a> English summary of White Paper                  In 2008, the Norwegian Directorate of Immigration (UDI), which is responsible for overseeing the running of ordinary reception centers, produced a 1 page circular which stipulates requirements for reception centers regarding the provision of interpreters and language assistants (RS 2008 – 029). UDI also developed an intensive introduction programme for interpreters which helps them to understand their role in an asylum setting and UDIs internal standards. In addition, UDI has produced a circular on the Use of Interpreters in Immigration Administration Cases (RS 2011 – 039). The National Police Immigration Service is responsible for the Norwegian Immigration Detention Centre. There are no specific language and communication policy or guidelines in the Immigration Detention Centre as such. However, there may be an obligation to use an interpreter depending on what the communication is about. Some foreign nationals confined to the center may need to be informed about a case of rejection or expulsion while he/she is at the Immigration Detention Centre. In such cases the Norwegian Immigration Act section 81 states that "In cases under sections 28 and 73, and in cases concerning rejection, expulsion, revocation of a granted permit or revocation of a residence document, (see section 120, second paragraph), the immigration authorities shall ensure that the foreign national is given an opportunity to present his or her views in a language in which he or she can communicate adequately". Also, the Norwegian Administration Act section 17 regarding the State's duty to provide guidance, states that "The administrative agency shall ensure that the case is clarified as thoroughly as possible before any administrative decision is made". This does not imply a general duty to use an interpreter, but in certain situations it may be</p>
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			<p>necessary. E.g. a foreigner is detained because his/her identity isn't clear and the police are trying to figure out which country the foreigner is to be returned to, the Immigration police may be obliged to use an interpreter in such conversations with the foreign national. In addition, non-statutory rules for proper case processing may entail an obligation to use an interpreter, if the conversation cannot take place properly in a common language.</p> <p>2. As mentioned above there is a duty in certain situations to ensure that communication is carried out in a language in which the foreign national can communicate adequately. In addition, it is common to hire multilingual staff who are able to communicate with the residents in everyday conversations. The UDI has written guidelines regarding the use of interpreters in reception centers and the Ministry of Justice and Security is working on changing the law in this matter to ensure the use of interpreters so that applicants can get important information in a language they are familiar with.</p> <p>3. 3. In 2016, the Norwegian Directorate of Integration and Diversity (IMDi) carried out a study that analyzed the need for and use of interpreters in the asylum chain. Link to report with English summary and conclusions pages 8 - 9 <a href="https://www.tolkeportalen.no/Global/tolking/Behovet%20for%20tolk%20i%20asylkjeden.pdf">https://www.tolkeportalen.no/Global/tolking/Behovet%20for%20tolk%20i%20asylkjeden.pdf</a> This evaluation project looked at: · the number of hours of interpretation needed for processing an application for international protection: 41-70hrs.· which factors play a role in determining the need: length of stay in facility, PTS, level of education, CO, status of health· which issues appear to be important and / or have major impact: agency's commitment and continuity of work for interpreter</p> <p>4. 3. Other relevant research available in English:A qualitative study with perspectives from qualified interpreters 2014<a href="https://www.duo.uio.no/bitstream/handle/10852/40054/Thagichu-Mary--Master-Thesis.pdf?sequence=1">https://www.duo.uio.no/bitstream/handle/10852/40054/Thagichu-Mary--Master-Thesis.pdf?sequence=1</a>Exploring interpreting for young children 2013<a href="https://oda.hioa.no/en/exploring-interpreting-for-young-children/asset/dspace:5174/1021858.pdf">https://oda.hioa.no/en/exploring-interpreting-for-young-children/asset/dspace:5174/1021858.pdf</a>Interpreting at a distance 2016A comparative analysis of turn-taking in video remote interpreting and on-site interpreting <a href="https://www.tolkeportalen.no/Global/tolking/HansenJInterpretingatadistance.pdf">https://www.tolkeportalen.no/Global/tolking/HansenJInterpretingatadistance.pdf</a><a href="https://www.tandfonline.com/doi/abs/10.1080/0907676X.2018.1536725">https://www.tandfonline.com/doi/abs/10.1080/0907676X.2018.1536725</a> (must purchase access)Skaaden, Hanne (2017). Invisible or Invincible? Ethics, Role, and Professional Integrity in Public Service Interpreting. Voice, Translation and Ethics. Universitetet i Oslo. "Controversy over professional ethics typically arises when interpreting takes place in the public service or institutional discourse setting. Should interpreters simply relay and coordinate the interlocutors' utterances, or should they act as gatekeepers and advocates fulfilling a conciliatory function? Based on examples from practice,</p>
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			<p>training, and research, this article examines the controversy in light of the interpreter' s professional status, as well as concepts such as the exercise of discretion and trust - notions that are central to research on professions and their development in general.”</p> <p>no_response_be_emn_ahq_on_language_and_communication_policy_and_measures_in_reception_facilities_for_applicants_for_international_protection.docx</p>
	Heiko HECHT	Yes	<p>1. There are no specially-formulated policies or guidelines for the principles relating to the communication of information. However, there is a statutory mandate or, for reasons of legal certainty a requirement, to inform applicants of their rights and obligations (sections 24, 31 and 34 of the Asylum Act [AsylG]) in a language that they understand. Please see attached document, in Germany the Federal Länder are responsible. You will find exemplary answers from 3 Federal Länder.</p> <p>federal_states.docx</p> <p>2. Information on financial and material benefits during the asylum procedure and on the associated rights and obligations of the reception facilities is provided by means of a nationwide information sheet that has been translated into more than 20 languages (section 47 subsection (4) of the Asylum Act). The Länder responsible for operating the reception facilities may provide for further offers and measures, including in cooperation with charities and other non-governmental stakeholders. In accordance with section 17 of the Asylum Act, interpreters including for example sign language interpreters are provided if required for the asylum procedure during the interview (both in face-to-face interviews as well as for video interpretation). This also applies to the application itself. The Asylum Act on the Internet: <a href="https://www.gesetze-im-internet.de/englisch_asylvfg/index.html">https://www.gesetze-im-internet.de/englisch_asylvfg/index.html</a> Information on the asylum procedure is also available on the Internet in various languages in the form of information sheets, a brochure and a film. The “Arrival” app is also available as an information service for asylum-seekers. Information on the asylum procedure is provided in asylum-seekers' main languages of origin. The BAMF's website: <a href="http://www.bamf.de/DE/Fluechtlingsschutz/InformationenFuerGefluechtete/informationen-fuer-gefuechtete-node.html">http://www.bamf.de/DE/Fluechtlingsschutz/InformationenFuerGefluechtete/informationen-fuer-gefuechtete-node.html</a> Initial orientation courses are offered at the AnkER facilities (Centre for Arrival, Decision and Return) of the Federation, in which asylum-seekers can obtain information about life in Germany and acquire their first knowledge of German. The courses comprise up to six modules (=300 lesson units); there is one excursion per module. You can find more information here:</p>

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			<p><a href="http://www.bamf.de/EN/Willkommen/Erstorientierung/Erstorientierungskurse/erstorientierungskurse.html?nn=9941946">http://www.bamf.de/EN/Willkommen/Erstorientierung/Erstorientierungskurse/erstorientierungskurse.html?nn=9941946</a> An orientation course in the language of origin, the Signpost Course (Wegweiserkurs), is also being tested at the Bavarian AnKER facilities. The course comprises 15 lesson units in which the participants are given a compact overview of life in an AnKER facility and/or in Germany. These courses are taught by cultural mediators, in other words by native speakers who are specially trained for their role. More information is available here: <a href="http://www.bamf.de/DE/Willkommen/Erstorientierung/Wegweiserkurse/wegweiserkurse.html?nn=9787606">http://www.bamf.de/DE/Willkommen/Erstorientierung/Wegweiserkurse/wegweiserkurse.html?nn=9787606</a> Please see also the statements of some Federal States in the document attached to question 1 .</p> <p>3. The orientation services provided by the AnKER facilities of the Federation and of Bavaria are currently being evaluated by an external consulting firm. Final results will be available at the end of 2019/beginning of 2020. But no other evaluation as yet.</p> <p>4. We do not know of any research on language management in asylum procedures. The following publication on this topic might however be helpful: Mira Kadrić, Asylverfahren und Flüchtlingsrecht. Dolmetschen im Asylverfahren als Vermittlung zwischen Lebenswelten: Behördensicht und Dolmetschpraxis in: Janina Giesekeing, Paul Tiedemann (ed.) Flüchtlingsrecht in Theorie und Praxis, pp. 57-735 Jahre Refugee Law Clinic an der Justus-Liebig-Universität Gießen 1st ed 2014, ISBN print: 978-3-8487-0972-4, ISBN online: 978-3-8452-5105-9, <a href="https://doi.org/10.5771/9783845251059-57">https://doi.org/10.5771/9783845251059-57</a> Reihe: Schriften zum Migrationsrecht, Vol. 13</p>
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