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# Working with an interpreter


## Key information

## Learning outcomes & description

## Accredited module details

## Training plan 2026


## Key information

**This new pact-aligned version is available for translation.**

**Target group**

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**Asylum & reception officers working with interpreters**

**EQF/MQF level**

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**Level 5**

## Version

**Version 2 (2026)**

## Entry requirements

**Full qualification at EQF Level 4 or equivalent AND proficiency in English**

## Prerequisites

**Successfully passed Introduction to communication for asylum and reception practitioners & Introduction to ethical and professional standards OR at least 3 months of work experience in asylum and/or reception**

## Assessment

**1 scenario with 2 open ended questions for each scenario**

## Languages

**English, Spanish, Bulgarian, Slovak & Polish**

# Learning outcomes & description

## DESCRIPTION

**The aim of this module is to provide asylum and reception officers with the necessary knowledge and skills to communicate effectively through an interpreter. It also aims to offer tips and follow-up actions to address potential breaches of conduct by the interpreter.**

**This module focuses on the criteria for selecting an interpreter, the skills needed to communicate through an interpreter and how to handle challenging situations when communicating through an interpreter. It also addresses the interpreter's code of conduct and gives tips on how to address possible breaches of conduct by the interpreter.**

## LEARNING OUTCOMES

**At the end of this module, the learner will be able to:**

### ***Knowledge***

1. **Identify actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts**

2. **Identify potential follow-up actions in cases of potential breaches of conduct by the interpreter.**

### ***Skills***

3. **Apply actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts**

4. **Apply potential follow-up actions in cases of potential breaches of conduct by the interpreter**

### ***Competences***

5. **Carry out tasks related to identifying actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts**

6. **Carry out tasks related to identifying potential follow-up actions in cases of potential breaches of conduct by the interpreter**

### DELIVERY METHOD

**The module is delivered online, enabling self-paced learning.**

### ASSESSMENT STRATEGY

**The assessment strategy is based on one assignment, consisting of one scenario divided into two parts. The first part is about the skills needed to communicate through an interpreter, while the second part focuses on possible follow-up measures relating to potential breaches of conduct by the interpreter.**

# Accredited module details

***Accredited module***

**Duration** **6 hours online learning**

**Number of ECTS** **1**

**Language** **English**

**Assessment** **1 hour**

# Training plan 2026

| Training plan | Target group | Loc. | Est. time for online studies | Reg. deadline | Online | Webinar / Face to face | Assessment |
|---|---|---|---|---|---|---|---|
| Learners curriculum (Accredited) | Asylum & reception officers | online | 6 hours | 7/9/2026 | 20/10 to 6/11/2026 | n/a | 23/11/2026 |
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| Training plan | Target group | Loc. | Est. time for online studies | Reg. deadline | Online | Webinar / Face to face | Assessment |
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