

## 3.10.2.1. Enhancing quality

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Throughout 2023, EU+ countries invested in the development of interpretation services, notably by offering training to relevant professionals, for example in Cyprus and Spain (with the support of the EUAA). In Belgium, training sessions on deontology, gender and terminology were held in cooperation with the University of Mons, and training courses on interpreting for minors were organised internally, in cooperation with the CGRS coordinator for minors.

In some countries, the authorities' training initiatives were supplemented by activities conducted by civil society organisations. In Romania, for example, the CNRR organised specific training for their network of interpreters,<sup>[786](#)</sup> while non-registered interpreters and cultural mediators received training from universities in Slovakia (with support from UNHCR) and Malta,<sup>[787](#)</sup> respectively.

EU+ countries carried out other initiatives as well to improve the quality of interpretation in the asylum context. These included the development and publication of information leaflets and terminology lists, for example in Germany<sup>[788](#)</sup> and Romania.<sup>[789](#)</sup> In Italy, the National Commission for the Right to Asylum (NAC), in cooperation with UNHCR and the EUAA, produced a training package including a handbook for interpreters containing information on core concepts of international protection and their role in the proceedings.<sup>[790](#)</sup> In Germany, language experts carried out random quality checks of interpretation and translation services in the asylum procedure.

The Finnish Immigration Service tendered the use of interpretation services in 2023. Particular attention was paid to ensure the quality of the service (through training and experience). In addition, an AMIF-funded project to train interpreters on asylum interviews was started.

Polish authorities initiated a quality check of interpretation. An online questionnaire on satisfaction and professionalism of interpreters was sent to case officers. The results of the survey were analysed and discussed with the case officers. In addition, a project initiated by the Office for Foreigners at the end of 2022 continued throughout 2023. This project aims to develop language macros for the automatic translation of mandatory components of asylum decisions in 25 languages, such as: specification of the legal basis of the decision, ruling, and instruction on whether and according to what procedure the decision may be appealed. This functionality is intended to help case officers who draft asylum decisions to eliminate errors in the translation of the components of the decisions and support the process of standardisation of mandatory and permanent parts of decisions issued by the Department for Refugee Proceedings in the Office for Foreigners.

Some countries updated their code of ethics for interpreters, such as Belgium and Germany.<sup>[791](#)</sup> In Sweden, a commission appointed by the government recommended the introduction of competence requirements for interpreters and translators working in migration matters, provided that certain requirements are met.<sup>[792](#)</sup>

<sup>[786](#)</sup> Romanian National Council for Refugees (CNRR) | Consiliul Na?ional Român pentru Refugia?i. (2023, November 30). Input to the Asylum Report 2024. <https://euaa.europa.eu/sites/default/files/2024->

[787](#) United Nations Human Rights Council. (2024, January 31). *Universal Periodic Review - Malta, Fourth Cycle, Summary of Stakeholders' information: Input by Malta Refugee Council*.

[788](#) Federal Office for Migration and Refugees | Bundesamt für Migration und Flüchtlinge. (2023, July 17). *Hinweise für einen erfolgreichen Dolmetscheinsatz [Hints for a successful interpreting assignment]*. <https://www.bamf.de/SharedDocs/Anlagen/DE/Karriere/broschuere-dolmetscheinsatz.pdf>

Federal Office for Migration and Refugees | Bundesamt für Migration und Flüchtlinge. (2023, March 29). *Terminologie Asyl [Asylum terminology]*.

[789](#) Italian Ministry of the Interior, Quality Unit of the National Commission for the Right of Asylum | Ministero dell'Interno, Unità Qualità della Commissione Nazionale per il Diritto di Asilo. (December 2023). *L'interpretariato nella procedura di protezione internazionale in Commissione Territoriale – Precorso introduttivo per interpreti [Interpreting in the procedure of international protection in the Territorial Commission – Introduction for interpreters]*.

[790](#) Italian Ministry of the Interior, Quality Unit of the National Commission for the Right of Asylum | Ministero dell'Interno, Unità Qualità della Commissione Nazionale per il Diritto di Asilo. (December 2023). *L'interpretariato nella procedura di protezione internazionale in Commissione Territoriale – Precorso introduttivo per interpreti [Interpreting in the procedure of international protection in the Territorial Commission – Introduction for interpreters]*.

[791](#) Federal Office for Migration and Refugees | Bundesamt für Migration und Flüchtlinge. (2023, April 1). *Standards für das Dolmetschen im Asylverfahren [Standards for Interpreting in the Asylum Procedure]*.

[792](#) Swedish Government Office, Department of Justice | Regeringskansliet, Justitiedepartementet. (May 2023). *En översyn av vissa frågor om offentliga biträden [A review of certain issues of public assistance]*. Ds 2023:14.