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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,786while non-registered interpreters and cultural mediators received training from universities in Slovakia (with support from UNHCR) and Malta, 787 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 Germany788and Romania.789In 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.790In 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.[791] 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.[792]

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