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4.11. Interpretation services

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icon presenting interpretation services

In 2021, EU+ countries further professionalised the provision of interpretation by introducing processes to ensure the quality of services. Building on previous experience, EU+ countries invested in the digitalisation of interpretations services.

As a result of increased arrivals, some countries deployed more interpreters to cope with the rising demand, including through agreements with civil society organisations, international organisations and private companies with relevant expertise. Nevertheless, existing capacity in some EU+ countries did not always suffice to ensure an effective provision of interpretation, especially to certain profiles of applicants with special needs and in second instance procedures.

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