

Guidance on Remote Interviews



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April 2025

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About the guide

Why was this guide created? The mission of the European Union Agency for Asylum (EUAA) is to facilitate and support the activities of the EU Member States and the Schengen associated countries ⁽¹⁾ in the implementation of the Common European Asylum System. In accordance with its overall aim of promoting the correct and effective implementation of the Common European Asylum System and of enabling convergence, the EUAA develops common operational standards and indicators, guidelines and practical tools.

How was this guide developed? This guide was developed by experts from across the EU, with valuable input from the European Commission and the United Nations High Commissioner for Refugees. The development was facilitated and coordinated by the EUAA. Before its finalisation, a consultation on the guide was carried out with all EU Member States and the Schengen associated countries through the EUAA Asylum Processes Network and the EUAA Network of Dublin Units. We would like to extend our thanks to the members of the working group who were consulted during the development of this guide: Stephen Hand, Linn Krane, Tânia Marques and Emmeli Wikström.

Who should use this guide? This guide is primarily intended for case officers, interviewers and decision-makers, as well as policymakers and process managers in the national authorities. Additionally, this tool is useful for quality officers and legal advisers.

How does this guide relate to national legislation and practice? This is a soft convergence tool. It is not legally binding and reflects commonly agreed standards as adopted by the EUAA Management Board in April 2025.

How does this guide relate to other EUAA tools? The EUAA's *Guidance on Remote Interviews* should be used in conjunction with other available practical guides and tools. All EUAA practical tools are publicly available online on the EUAA website: <https://euaa.europa.eu/practical-tools-and-guides>

The EUAA practical guides and tools to which this practical guide refers will be progressively updated between 2025 and 2028. The updates will align these publications with the legislative instruments of the Pact on Migration and Asylum ⁽²⁾. Once published, the updated publications will also be available online at the EUAA webpage listed directly above.

Disclaimer

This guide was prepared without prejudice to the principle that only the Court of Justice of the European Union can give an authoritative interpretation of EU law.

⁽¹⁾ The 27 EU Member States, and Iceland, Liechtenstein, Norway and Switzerland.

⁽²⁾ European Commission: Directorate-General for Migration and Home Affairs, 'Pact on Migration and Asylum', European Commission website, 21 May 2024, accessed 24 January 2025, https://home-affairs.ec.europa.eu/policies/migration-and-asylum/pact-migration-and-asylum_en.



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List of abbreviations

Abbreviation	Definition
AMMR	asylum and migration management regulation — Regulation (EU) 2024/1351 of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013
APR	asylum procedure regulation — Regulation (EU) 2024/1348 of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU
EASO	European Asylum Support Office
EUAA	European Union Agency for Asylum
EU	European Union
UNHCR	United Nations High Commissioner for Refugees





Introduction

The asylum procedure regulation (APR) ⁽³⁾ and asylum and migration management regulation (AMMR) ⁽⁴⁾ set out that the preferred format for interviews in the asylum procedures is the in-person interview where all participants are present in the same physical location. Remote interviews by video conference can only be used as an exception, where duly justified by the circumstances and with the necessary arrangements to safeguard procedural standards. This guidance aims to support Member States opting to make use of the possibility to carry out interviews remotely by video conference.

The main concern with remote interviews is whether the quality of the interview can match that of in-person interviews. Ensuring quality in remote interviews hinges on the application of certain procedural and technical standards. These standards ensure that the applicant can provide all the necessary information to support their application for international protection, just as they would during an in-person interview and without facing any obstacles.

Remote interviews should also enable the case officer to follow all the necessary steps of a personal interview to explore the applicant's claim. It should enable the case officer to apply the same standards as when the interview is conducted in-person.

A remote interview setting may affect the applicant's statements in several ways. Technical issues, such as low sound, poor video quality or connection interruptions, may limit the level of detail that is communicated. The positioning of the camera and lack of direct eye contact create distance and make it harder to pick up on non-verbal signs, such as indications of vulnerability, shame, fear or lack of trust. Remote settings can be perceived as more formal than an interview in person, leaving less room for active listening and for showing empathy and interest. These distortions leave more space for misunderstandings and lack of detail or inconsistencies may become harder to address.

This guide provides an overview of the legal framework for remote interviews and presents procedural and technical standards that can contribute to high-quality remote interviews. Guidance is also provided on the process of deciding when to conduct a remote interview, and when to avoid doing so. Separate chapters provide more hands-on guidance regarding communication and interview techniques in the remote context. The annexes provide checklists that can support case officers in their day-to-day work. This guidance should be used in conjunction with the practical guide on the personal interview ⁽⁵⁾, the Practical Guide on the implementation of the Dublin III regulation in the context of the personal interview and

⁽³⁾ [Regulation \(EU\) 2024/1348](#) of the European Parliament and of the Council of 14 May 2024 establishing a common procedure for international protection in the Union and repealing Directive 2013/32/EU (OJ L, 2024/1348, 22.5.2024).

⁽⁴⁾ [Regulation \(EU\) 2024/1351](#) of the European Parliament and of the Council of 14 May 2024 on asylum and migration management, amending Regulations (EU) 2021/1147 and (EU) 2021/1060 and repealing Regulation (EU) No 604/2013 (OJ L, 2024/1351, 22.5.2024).

⁽⁵⁾ EASO, [Practical Guide: Personal Interview](#), 2014.





evidence assessment ⁽⁶⁾ and the Practical Guide on Interpretation in the Asylum Procedure ⁽⁷⁾. This guidance focuses exclusively on the specific circumstances of the remote interview.

This guidance builds on the European Union Agency for Asylum's (the EUAA) practical recommendations on conducting the personal interview remotely ⁽⁸⁾ and on remote/ online registration (lodging) ⁽⁹⁾, which were developed during the COVID-19 pandemic. The guide draws on practices, guidelines and evaluation reports provided by EU Member States and Schengen associated countries. In addition, the guide notes two procedural and practical considerations from the United Nations High Commissioner for Refugees (UNHCR) in this field ⁽¹⁰⁾.

Definition of remote interviews

The main condition that defines the remote interview is that the applicant and the case officer are in different locations, and communication takes place through video conference.

Remote interviews by video conference as set out in the APR and the AMMR require all participants in the interview to be able to communicate through both video and audio throughout the entire interview. Participants may not join through audio only, for example over the telephone. This also means that cameras may not be switched off during a remote interview to save bandwidth in the event of technical issues with the internet connection.

A key participant in the personal interview is the interpreter. Their location during a remote interview can vary. They could be in the same location as the case officer or in a third, separate location. In this guide the scenario where only the interpreter is in a different location, while the case officer and applicant are together, is referred to as a 'remotely interpreted interview'.

The APR sets out, through recital 15, that the personal interview is an essential part of an effective and fair asylum procedure. Regarding the admissibility interview and substantive interviews set out in the APR there is no legal distinction between a remotely interpreted interview and other types of remote interviews. In these cases, remote interpretation must follow the principles and requirements of any remote interview. Remote interpretation in such situations should thus also be conducted by video conference and not by using audio only connections, such as the interpreter joining over the phone.

These stricter conditions for remotely interpreted interviews do not apply for the AMMR personal interview or other types of situations during the asylum procedure where remote interpretation is used, assuming all other participants are present with the applicant in the

⁽⁶⁾ EASO, [Practical guide on the implementation of the Dublin III regulation: personal interview and evidence assessment](#), 2019.

⁽⁷⁾ EUAA, [Practical Guide on Interpretation in the Asylum Procedure](#), 2024.

⁽⁸⁾ EASO, [Practical recommendations on conducting the personal interview remotely](#), 2020.

⁽⁹⁾ EASO, [Practical recommendations on conducting remote/online registration \(lodging\)](#), 2020.

⁽¹⁰⁾ UNHCR, [Remote interviewing, practical considerations for States in Europe](#), 2020; UNHCR, [Key Procedural Considerations on the Remote Participation of Asylum-Seekers in the Refugee Status Determination Interview](#), 2020





same location. Member States are however encouraged to use the existing infrastructure for videoconferencing, as far as possible, also in these situations to provide the best quality possible for the remote interpretation.

Different types of interviews

The personal interviews covered by the APR encompass the admissibility interview and the substantive interview. The term ‘personal interview’ is used in the APR also in the context of procedural rules for the withdrawal of international protection. Specifically, the APR stipulates that beneficiaries must be given the opportunity to submit reasons why their international protection should not be withdrawn. This should be done through a written statement submitted within a reasonable timeframe from the moment the beneficiary receives the relevant information. This also applies during a personal interview or hearing scheduled by the determining authority, or, if applicable, by the competent court or tribunal according to national law.

The AMMR uses the term ‘personal interview’ to refer to what was previously known as the ‘Dublin interview’. This guide refers to it as the ‘AMMR personal interview’. Security interviews in the context of relocation as set out in Article 67(8) AMMR fall outside the scope of this guide.

Regarding the lodging of the application, the APR sets out that ‘the application shall be lodged in person at a designated date and place’ ⁽¹⁾. Under certain circumstances Member States can provide for the ‘possibility for the applicant to lodge the application by means of a form’ ⁽²⁾. The APR does not provide for remote interviews in these cases.

Interviews can sometimes be carried out remotely also in the context of resettlement and humanitarian admission. As these interviews are conducted from third countries the context and legal framework differs considerably from the asylum procedure as set out in the AMMR and APR. This guidance therefore does not cover the specificities of such interviews. Case officers and administrations conducting remote interviews in the context of resettlement or humanitarian admission will however find important elements in this guide to consider.

In summary, remote interviews may therefore exceptionally be conducted for the following types of interviews within the asylum procedure:

- AMMR personal interviews
- admissibility interviews
- substantive interviews
- withdrawal of international protection interviews.

⁽¹⁾ Article 28(3) APR.

⁽²⁾ Article 28(4) APR.



Legal background

The interviews covered in this guidance should normally take place in person. The legislation however provides an exception. It allows these interviews to be organised remotely, by video conference, where duly justified by the circumstances and provided that the necessary arrangements are in place.

Remote interviews are regulated in the APR and the AMMR. Article 13(10) APR and Article 22(5) AMMR set out specific provisions for conducting the personal interview remotely.



Article 13(10) APR

*By way of derogation, the determining authority **may** hold the personal interview by video conference where duly **justified by the circumstances**. In such a case, the determining authority shall ensure the necessary arrangements for the appropriate **facilities, procedural and technical standards, legal assistance and interpretation** taking into account guidance from the Asylum Agency. [bold added for emphasis]*



Article 22(5) AMMR

*Where duly justified by the circumstances, Member States **may** conduct the personal interview by video conference. In such a case, the Member State shall ensure the necessary arrangements for the appropriate **facilities, procedural and technical standards, legal assistance and interpretation**, taking into account guidance from Asylum Agency. [bold added for emphasis]*

Recital 15 APR further clarifies the context for remote interviews and provides additional details on the considerations that Member States should make when considering remote interviews. The recital provides a non-exhaustive list of examples when remote interviews may be considered, while also setting out that ‘the suitability of the use of the remote interviewing by video conference should be assessed individually before the interview, as remote interviews may not be suitable for all asylum applicants’.



Recital 15 APR

The personal interview is an essential part of an **effective and fair asylum procedure**. In order to ensure an optimal environment for communication, **in-person interviews should be given preference**, with the conduct of remote interviews by video conference remaining the **exception**.

Apart from **public health considerations**, there may be legitimate grounds for the determining authority to have recourse to remote interviews by video conference, for example where vulnerabilities preclude the **possibility of travel** of an asylum applicant or make it difficult due to **health or family reasons**, to conduct interviews with applicants in **detention**, in **overseas territories** or in situations where the **remote participation of an interpreter** with specialised interpretation skills is required.

In the event of remote interviewing, the determining authority should be required to apply all **procedural safeguards** as when in-person interviews are held, ensuring **privacy and confidentiality**, and giving due consideration to **data protection**. The suitability of the use of the remote interviewing by video conference should be **assessed individually** before the interview, as remote interviews may **not** be **suitable** for all asylum applicants due to their **young age**, the existence of **visual or hearing impairments**, or the state of their **mental health**, with particular regard to certain vulnerable groups, such as **victims of torture** or **traumatised applicants**.

The **best interests of the child** should be a primary consideration. Special concern should be given to potential **technological difficulties** which may have disruptive effects on the interview, result in an incomplete or unintelligible record of the interview or affect the storage and retrieval of the recording. [bold added for emphasis]

Key principles

This guidance focuses on the specific conditions that must be met when a Member State decides to conduct remote interviews. These conditions are based on the following key principles:

- in-person interviews are preferred to remote interviews, which should remain the exception;
- remote interviews are optional for the Member States;
- conducting a remote interview must be grounded in clearly justified reasons and follow an individual assessment to evaluate whether the remote format is suitable for the specific applicant;
- Member States must apply the same procedural safeguards as for the in-person interviews, ensuring privacy, confidentiality and respect for the principles of data protection;
- Member States must ensure that all necessary arrangements are in place, including appropriate facilities, procedural and technical standards, legal assistance and interpretation;
- the best interests of the child should be a primary consideration in cases concerning children.



Procedural standards

Article 13 APR and Article 22 AMMR lay out specific conditions that need to be put in place by the competent authority when conducting personal interviews. These conditions apply to both in person and remote interviews and ensure:

- privacy and confidentiality that will allow the applicant to present the grounds for their application in a comprehensive manner;
- the presence of a legal adviser where applicable;
- an interpreter who can ensure appropriate communication between the applicant and the case officer conducting the interview;
- the proper training and preparedness for the case by the interviewer (case officer);
- specific arrangements for people with special needs.

The conditions and elements related to the procedural standards that need to be in place when conducting remote interviews are explored below.

Location of the applicant

In remote personal interviews, the person to be interviewed must be in a suitable environment that is managed or approved by an authority, i.e. a reception, accommodation or detention centre, a health care institution or any other similar facility.

Supporting staff at the location of the applicant

The presence of supporting staff at the location of the applicant is crucial for addressing potential challenges that may arise in remote settings. As appropriate, they may provide assistance including:

- providing tailored practical information about the remote interview in their location;
- signing and scanning submitted documents and interview reports;
- assisting the applicant with practical matters prior to the interview, during breaks and after the interview; and
- assisting the applicant with the operation of the technical equipment used during the remote interview.

All participants in the interview should be able to contact the supporting staff at the applicant's location. To safeguard the privacy of the interview, the supporting staff should in principle not be present in the room whilst the interview is ongoing, unless this is deemed necessary due to the applicant's situation, the circumstances of the location or national legislation.

Both the supporting staff and the case officer should inform the applicant about the modalities of the remote interview, emphasising the importance of reporting any technical difficulties they may experience during the session.



The conditions above will support not only the implementation of the procedural and technical standards, but also the creation of an atmosphere of trust with the applicant. This is a crucial condition when conducting an interview, especially in a remote environment.

Location of the case officer

It is recommended that the case officer conducts the interview from an office of the Member State authority, ideally one specifically set up to conduct remote personal interviews, ensuring that all necessary conditions are met. If the case officer is in a different location, the same technical and procedural standards must still be maintained.

Location of the interpreter

The interpreter must also be in a suitable location approved by the authority. The interpreter should preferably be present in the same office as the case officer or in another office of the authority, rather than in an external office space. A setting where the interpreter joins a remote interview from the same room as the applicant, while the case officer is in a different location, can lead to complications. Such a situation creates a considerable risk that the applicant will engage with the interpreter, physically present in the room, instead of with the case officer carrying out the interview remotely. This will make it very difficult for the interpreter to maintain a neutral role. To safeguard the roles of all the participants during the interview, it is therefore not recommended that interpreters attend remote interviews from the same physical location as the applicant.

Where interpreters are allowed to participate in the interview from offices external to those of the authority, the same conditions about the setting and technical facilities as the room used by the case officer should be respected. The authority remains responsible for ensuring that all relevant standards are maintained.

If the interpreter is in a different location to the case officer, they must also be familiar with the equipment and proactively report any technical issues encountered during the interview.

Location of the legal adviser and representative

In general, the legal adviser and/or the representative should be in the same room as the applicant / child applicant, as would be the case in an in-person interview. In cases where the legal advisor and/or representative would join an interview remotely they should be in a suitable location approved by the authority.

Providing information about the remote format

The authority is responsible for informing the applicant that the personal interview will be conducted remotely and of the relevant modalities. The authority should have procedures in place ensuring that the relevant information is provided at the right time. The information should be provided in a concise, transparent, intelligible and easily accessible form, using clear and plain language. If the applicant is a child, the information should be provided in a child-friendly manner.



Before the interview, in the invitation, information should be provided on how and where the remote interview will be conducted, in addition to a clear statement of the modalities of the interview. This will help the applicant overcome any reluctance they may experience when informed that the interview will be conducted remotely.

At the beginning of the interview it is important to provide practical information on the person(s) that are responsible for supporting the applicant during the interview, how the technical equipment works and the applicable sharing and retention practices applied to the audio recordings. The applicant should be informed of the steps to take if there are technical problems and that their privacy is ensured. The case officer should clearly explain the main reasons why remote interviews are sometimes used instead of in-person interviews and that the format does not provide an indication of or affect the substantial outcome of the case.

At the end of the interview the applicant should be informed about the next steps of the procedure and of any actions that might be necessary on their part.



Good practice: provide information in the invitation

The information regarding the remote interview can be provided to the applicant together with the invitation for the interview, either as part of the invitation letter, as a separate brochure, information video or another appropriate mean. The invitation could include, for example information/assurances on:

- who will be where;
- the most important technical modalities, such as the use of a very secure connection;
- the use of high-quality image and sound;
- the use of a separate room ensuring privacy; and
- the retention policy for the audio recording.

The invitation can also be an opportunity to ensure the applicant is aware of how to submit any documents that have not yet been submitted prior to the interview. In addition, information can be provided on any additional preparation required on their part.

Explaining to the applicant why the interview will take place remotely can help to mitigate fears on the part of the applicant that the remote format will have a negative impact on their application. Member States can make use of standardised explanations for the most common situations to reduce administrative burdens when creating the invitation letters or associated information materials.



Good practice: provide the applicant an opportunity to object

Whilst the APR and AMMR do not set out any rights for the applicant to object to the format of the interview, Member States may provide such an opportunity. In the invitation letter or via other appropriate channels, the applicant may be informed of how and by when they can raise an objection regarding the remote format of the interview. This practice can help to identify previously unidentified reasons that the interview should not be carried out as a



remote interview. This helps to avoid objections raised at the time of the interview and supports the flow of the interview. The administration may establish a procedure to follow in the event of an objection by the applicant or their legal advisor.

The case officers in the remote interview context

Conducting interviews in a remote context can imply challenges in terms of communicating effectively, building rapport and creating an atmosphere of trust. As remote interviews can present more challenges for the case officer and the applicant, Member States should consider using of experienced case officers, and in particular case officers with experience in identifying signs of vulnerabilities.

Training and experience will help case officers to acquire the requisite knowledge to properly conduct remote interviews. Even case officers with considerable experience of in-person interviews may face new situations and challenges when conducting remote interviews. Therefore, case officers that are involved in carrying out these interviews should receive sufficient training and/or guidance before taking up the task of conducting remote interviews.



Good practice: shadowing experienced case officers

Offering the possibility to case officers that are new to the remote-interview context to shadow experienced case officers can be a good way to introduce staff to the specific context, methodology and techniques involved in remote interviews. Such efforts could also involve experienced case officers providing feedback to colleagues with less experience in the remote interview context, to help them improve their technique.

Handling of documents

General considerations on the submission of documents

Applicants are permitted to submit additional documents during personal interviews, also when conducted remotely. The context of remote interviewing can make it more challenging for the interviewer to assess documents that are submitted by the applicant during the interview itself. The authorities should have procedures in place to ensure that any documents that are submitted during the remote interview are appropriately handled and shared with the participants.



Good practice: request the submission of documents by email before the interview

Applicants can be asked in the invitation letter to send all additional documents that were not previously submitted (identity, supporting documents etc) via email to the authorities before the interview takes place. If needed, the legal representative of the applicant can be encouraged to support them in gathering and submitting such documents.



How to submit documents before the start of or during remote interviews

Ideally, when the applicant arrives at the location of the remote interview, the supporting staff should ask the applicant whether they have brought any additional documents they intend to submit during the interview. In this way, such documents could be processed by supporting staff before the interview starts and communicated through established channels. Providing such an opportunity can limit the interruptions and delays during the interview itself.

However, such processing of documents before the start of the interview might not always be possible for operational reasons. If so, handling the submission and processing of any documents submitted by the applicant at the start of the remote interview can be considered a good practice insofar as it allows for a more efficient processing of such documents.

Physical documents should normally be scanned and made available to the relevant parties in the remote interview unless this is not possible for specific issues (e.g. extensive/long documents submitted during the interview).

Documents should not be transmitted in an electronic format to participants in the interview that are not permitted to retain them after the interview (e.g. interpreters or cultural mediators). In cases where they may need temporary access to such documents during the remote interview, documents should only be shared temporarily. That can be done, for instance by displaying the document on screen or adopting solutions that do not entail transmitting a full electronic copy of the document.

The same guidelines and considerations that would apply to handling documents submitted during an in-person interview should be applied during a remote interview.

Interview transcripts, summary reports and other documents requiring the applicant's signature

Where an interview report, summary report or transcript is drafted, the applicant may be requested by the competent authorities to confirm that the content of the report or the transcript of the interview correctly reflects the personal interview. This can be done by requesting the applicant to sign the report or transcript, after having been given the opportunity to make comments or provide clarifications.

To overcome potential challenges arising from the remote setting, staff at the facility where the interview takes place can assist with printing any document to be signed by the applicant. For illiterate applicants, children and applicants living with disabilities that might prevent them from quickly going through such documents and indicating the need for corrections, the same procedures as for in-person interviews should be followed.

Once the documents have been signed, staff should assist with scanning and forwarding them to the case officer. Member State authorities may also explore the use of digital signatures, where permitted by national law, as a valid method for participants to express their consent or to confirm the content of a document.



Technical standards

The same procedural standards apply to the remote interviews and in-person interviews, with due adjustments to account for the remote environment. The specific minimum technical requirements should be applied for the facilities and equipment used in remote interviews.

The facilities at the applicant's location

The location of remote interviews significantly influences both procedural and technical standards. It is essential that the applicant is at a location where they can receive support before, during, and after the interview. Additionally, the location is critical for ensuring the security and confidentiality of the interview process. Therefore, it is important to consider some fundamental aspects related to the locations and facilities, particularly regarding the applicant's surroundings.

The room in which the applicant is located should:

- be dedicated to the remote interview to ensure confidentiality as well as compliance with quality standards for the interview;
- allow the applicant to speak without being distracted by outside noises and ensure that information is not overheard by unauthorised persons;
- allow a suitable way to ensure that persons not participating in the interview do not enter the room, such as for instance an indication when the room is occupied;
- be equipped with the necessary ICT equipment to carry out the interview.

Equipment

The technical equipment must ensure good-quality audio and video output. Staff at the location where the interview participants are present, bear the responsibility for maintaining the quality of the equipment in use. Therefore, it is essential to assign designated personnel for the technical preparation of the interview and to address any technical issues that may arise during the session.

At the same time, the case officer must be thoroughly informed about the functionality and operation of the equipment. During the interview, the case officer is accountable for monitoring the quality of the equipment. If any malfunctions are detected, they should promptly notify the designated technical staff. It is advisable that the case officer should periodically check with both the applicant and the interpreter regarding the clarity and quality of communication.

The following elements are recommended regarding the technical setup of the room:

- a stable and sufficiently fast internet connection;
- camera(s) that can be adjusted and allow the participants to see the upper body of all the participants;



- lighting that is adapted to the cameras in use;
- sufficiently large screen size to allow all participants to identify non-verbal cues, both regarding facial expressions and body language;
- screen(s) allowing all participants in the interview to always be in view during the interview;
- microphone placement that is adaptable to the interview situation and allow for a good sound pickup;
- the use of microphones that pick up a minimum amount of ambient sound to limit background noise and ensure clear audio.

It is also recommended for the case officer to use the following technical equipment:

- a quality headset to ensure a better audio quality and limit distracting background noise;
- multiple screens or an extended desktop display, especially for notetaking;
- a silent keyboard to minimise distracting background noises.

If the authorities allow case officers to conduct the interview from their home, the authority remains responsible to ensure that all relevant standards are maintained. When a case officer conducts a remote interview from their home it is particularly important that they take into consideration that:

- nobody except the case officer is present in the room from which they are conducting the interview and that the interview cannot be overheard;
- appropriate actions are taken to avoid that the interview is interrupted;
- the internet connection is reliable, sufficiently fast and stable;
- the technical and office equipment meets the authority's requirements;
- a neutral background is used to maintain a professional rapport.

The means to access team leaders, debriefings or other support available to case officers, should be ensured when interviews are conducted from the case officer's home. This is particularly important for the more complicated interviews.



Good practice: standardise the equipment used across the Member State

Standardise the technical equipment used for remote interviews across the country and the various authorities involved. This approach offers several benefits, for example the same instructions on how to use the equipment can be provided to all users and uniform procedures for addressing technical issues can be adopted.



**Good practice: neutral backgrounds during remote interviews**

Maintaining neutral backgrounds in the context of remote interviews by video conference can help participants to focus on the persons in the interview and avoid distractions. A plain wall can be preferable to a background with many objects, posters, bookshelves etc.

Some videoconferencing equipment provides options to use virtual backgrounds which can hide the actual background in the room. Whilst these types of solutions can help to provide a neutral background they should usually be avoided as they can cause unwanted visual effects when the person moves, partially blending them with the virtual background. Such effects can be distracting for the participants in the interview.

ICT helpdesk

It is recommended to have an ICT-helpdesk available to all participants to assist with the setting up of the remote interview or to intervene if the connection is interrupted. It is important that all participants are aware of how to get technical support if needed, and that it can be provided quickly during the interviews to minimise disruptions.

**Good practice: an information session and training manual**

To ensure that the technical equipment functions well and that technical issues can be tackled, provide a brief information / training session and a manual on the technical aspects of the interview for the relevant personnel. Such a manual can also address frequently asked questions and/or commonly occurring issues to reduce the need to contact the helpdesk or ICT staff.

Recording the interview

The audio must be recorded both during in-person interviews and remote interviews by video conference.

Services and programs/platforms

The authorities should ensure that the programs/platforms that are used to conduct remote interviews allow for sufficient security and data protection.

Confidentiality and security

Ensuring that a meeting password is used when joining by video conference system is crucial. Using a strong password which protects the online meeting from unauthorised participants as well using a different password for each remote interview will ensure a much more secured connection and communication. The video conference system should use an encrypted connection for audio and video.



Data protection

The modes of communication used by Member State authorities to electronically transfer documents to the case officer must be compliant with the data protection and confidentiality requirements of the general data protection regulation ⁽¹³⁾. This means ensuring proper cyber-protection of the electronic communication channels used for these purposes. Establishing clear guidelines on the processing and transmission of this type of information is essential to ensure that the anticipated data protection measures are effectively implemented in practice. It is possible to stipulate specialised contracts with video conference providers that only use servers located within the EU.

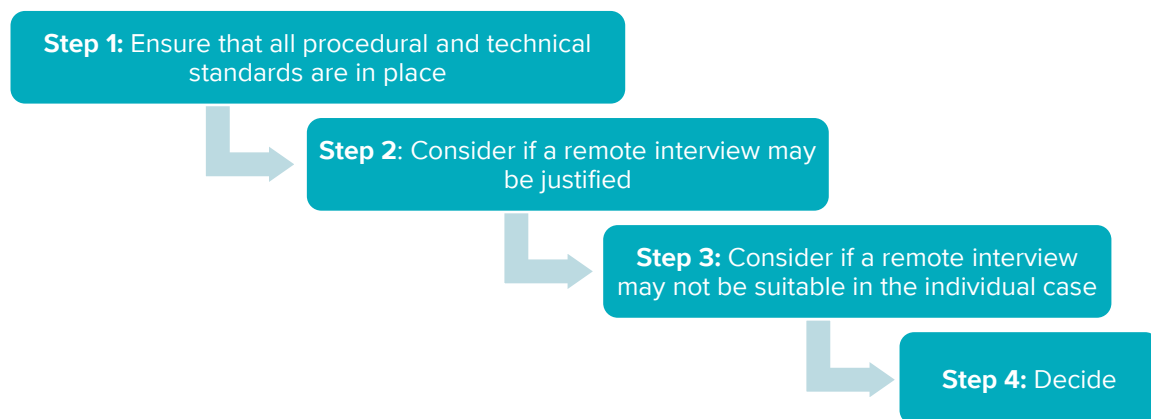
⁽¹³⁾ [Regulation \(EU\) 2016/679](#) of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (OJ L 119, 4.5.2016).



Deciding on conducting a remote interview

Assessing whether to conduct a remote interview

Deciding whether to conduct a remote interview requires an individual assessment of each case. As stated above, there are general considerations for certain categories of applicants, but each case presents unique circumstances that must be evaluated. This assessment should be informed by all relevant information available to the person determining the format of the interview. [Annex I. – Checklist for deciding on remote personal](#) interviews helps decision-makers in this assessment.



When a remote interview may be justified

This section explores various scenarios where organising a remote interview may be justified. Remember that while these examples represent some of the most common situations that may occur, they do not constitute an exhaustive list. Additionally, it is important to note that the presence of one or more of these scenarios does not automatically imply that a remote interview should be conducted. The decision to proceed with a remote interview should be based on a careful assessment of the suitability in each individual case, using all the available information.

Detention or imprisonment

Remote interviews could be considered in the situations where the applicant is detained or imprisoned and where, as a result, access to the applicant may be restricted for the asylum authorities. In these situations, it is important to consider whether the facility in which the applicant is housed is equipped with adequate facilities and if supporting staff are available for conducting high quality remote interviews. It should also be considered that it can be particularly challenging to establish an environment of trust with the applicant in this setting.



Health considerations

Remote interviews could be considered in situations where the risk of transmitting communicable diseases would hinder or complicate the conduct of traditional in-person interviews. It should be noted that public health considerations can be related both to large scale events such as a pandemic, or to more isolated local events, for instance where the spread of a communicable disease has been identified within a reception facility or similar.

In large scale and exceptional events such a pandemic, the nature of the situation itself can justify a more widespread use of remote interviews by video conference to safeguard the legitimate interests of both the applicants and the administrations.

Other health-related considerations may also justify the organisation of a remote interview, such as with applicants with a weakened immune system, persons that have recently received or are currently undergoing medical treatment, the elderly or persons living with a physical disability that would make travel challenging.

Vulnerabilities

Remote interviews could be considered where vulnerabilities preclude the possibility of travel of an applicant for international protection or make it difficult due to health or family reasons. There may be other situations where the vulnerabilities are such that it may be in the overall best interests of the applicant to conduct a remote interview from the comfort of their place of current residence or nearby.

This could be the case of pregnant women, women with newborn children or an applicant who provides care or assistance to a dependent relative.

While there are other cases covered below where the vulnerabilities of the applicant may justify avoiding remote interviews, it is important to recognise that not all vulnerabilities should automatically preclude the possibility of conducting a remote interview. The decision to proceed with a remote interview should involve an individual assessment that weighs both the advantages and disadvantages of such an approach.

Location far from the interviewer

There may be situations where the applicant does not have specific vulnerabilities which would give reason to consider remote interviews but where the travel duration required by the applicant may be such that a remote interview could still be considered beneficial and/or more efficient. The APR refers specifically to applicants located in overseas territories of the Member States, but this could also concern applicants who are in a reception centre located very far from where the interview would be carried out.

If applicants are required to travel long distances and stay in unfamiliar environments prior to an in-person interview, this could cause additional stress which may in turn negatively affect the quality of the interview. Travelling may also lead to considerable expenses and administrative issues for the authorities. It should also be noted that requiring the applicant to



travel extensively may also cause delays to the procedure which is neither in the interest of the applicant nor of the responsible authority.

Remote interviews could be considered when the applicant is located far from the interviewer, particularly in remote or overseas territories of the Member State. This consideration reduces administrative costs, travel stress, and potential delays, which aligns with the goal of making the procedure both effective and humane.

Remote participation of interpreters with specialised interpretation skills

When interpretation into a rare language or a specific specialisation which is unavailable at the location of the applicant is needed, the remote participation of the interpreter may contribute to a cost effective and rapid procedure, in the interests of all parties. Remote interviews or remotely interpreted interviews could be considered in such cases. More details about remote interpretation is provided in the section [Interpretation during remote interviews](#).

Exceptional situations

If Member States are faced with exceptional situations, such as a large influx of applicants in one geographical area, the use of remote interviewing by video conference could be a suitable tool to make efficient use of existing resources in other parts of the Member State.

Making use of remote interviewing for applicants where this may be justified, and for which a suitability of the use of the remote interviewing had been assessed individually, could allow them swifter access to the interview, relevant procedures and international protection. This could also allow authorities to free up resources for in-person interviews for applicants where the remote format may not be suitable.

When remote interviews may not be suitable

The previous section covers situations in which there might be reasons to, as an exception, conduct a remote interview. This section turns instead to situations and cases where the use of remote interviews may not be suitable. As with the previous section, it should be noted that any decision to conduct a remote interview should be based on a thorough individual assessment of the pros and cons.

The presence of one or more factors opposing the use of remote interviews may be counterbalanced by other considerations that support this approach, and vice versa. As in the previous section, the factors discussed below are frequently encountered, but this list is not exhaustive. Case officers should carefully evaluate all relevant considerations in each individual case.



Children

Children of all ages should be considered less suitable for remote interviews. This remains consistent with a child-centred approach that ensures that the best interests of the child are prioritised. In this context, particular attention should be paid to whether the child is supported by their parent(s) or if the child is unaccompanied.

Creating an atmosphere of trust is more challenging in a remote setting, especially when using visual aids or other practical tools. In exceptional cases where a remote interview is necessary, it must be ensured that the child receives adequate on-site support and that the process aligns with their specific needs.

Visual or hearing impairments

Remote interviews can be problematic for applicants with visual or hearing impairments, as poor audio or visual quality may hinder communication. Misunderstandings in both verbal and non-verbal communication are potential risks. As a consequence, applicants suffering from visual or hearing impairments are considered much less suitable for remote interviews.

Issues related to mental health

Establishing trust and empathy is more challenging in remote interviews, making them much less suitable for applicants dealing with mental health issues. This mirrors previous concerns about creating a supportive and empathetic environment in remote contexts, which could be more challenging for applicants who require emotional sensitivity and in-person rapport. In cases where there are concerns about the mental health of the applicant a thorough assessment should evaluate whether they would benefit from the more controlled and personal setting of an in-person interview.

Applicants with cognitive and intellectual disabilities

Conducting interviews with applicants who live with cognitive and/or intellectual disabilities such as for example dementia or Alzheimer's present challenges. The remote format can make it much harder for both the applicant and the interviewer to properly understand one another. Additionally, the use of visual aids or other tools that could facilitate communication is often limited in remote interviews, making it more difficult to support applicants living with these disabilities.

Building trust and rapport, key elements of a successful interview, can also be more challenging in a remote setting, especially for those with cognitive and intellectual disabilities. Therefore, these applicants are considered much less suitable for remote interviews as this format would make it more difficult to address their specific needs.

Other types of vulnerabilities

Applicants with other types of vulnerabilities such as survivors or presumed survivors of torture, trafficking in human beings, applicants who have experienced traumatic events and/or



victims of gender-based violence also require particular consideration regarding the creation of an empathetic atmosphere of trust during the interview, which is much harder to achieve in remote interviews. It should be noted that persons of any gender and age can be survivors of gender-based violence. Such applicants may also require additional support that is better suited for in-person interviews. Therefore, these applicants are considered less suitable for remote interviews.

Unfamiliarity with remote communication technologies

Applicants who have had little or no exposure to modern communication technologies may find remote interviews unfamiliar or difficult, which can lead to communication issues and make it harder to build trust with the interviewer.

Identifying this factor prior to an interview can be challenging, and care should be taken to avoid broad generalisations based on assumptions about certain groups of applicants. However, when it is known beforehand that an applicant is unfamiliar with remote communication technologies, they are considered less suitable for remote interviews.

In such cases, offering a pre-interview orientation session or tech support could help reduce any communication barriers, enabling the applicant to engage more effectively.

Special considerations regarding old age

Older applicants may, in many cases, be considered less suitable for remote interviews. This can be due to the increased likelihood that they may face challenges such as unfamiliarity with technology, cognitive and physical impairments such as dementia, hearing/visual impairments or other factors that complicate remote communication.

However, age alone should not be considered a reason to avoid remote interviews. If the person making the decision on whether to conduct a remote interview has a good understanding of the older applicant's individual circumstances, and no specific risks are identified, remote interviews might still be appropriate assuming there are justifications to conduct a remote interview.

On the other hand, if there is limited information available about the older applicant's situation, conducting a remote interview may pose risks to the quality of the interview. In such cases, the interviewer should consider potential complications that could necessitate rescheduling the interview. This precaution aligns with best practices for ensuring a high-quality interview and minimising unnecessary stress for the applicant. Remote interviews are thus, generally, less suitable in these cases.

Complex cases

Complex cases, which often require long interviews to cover multiple aspects of the applicant's claims, present unique challenges in a remote setting. Such cases may also require special tools or methodologies to structure the information provided by the applicant which may be more complicated to use in a remote setting. The interview becomes more complex



where several persons need to be interviewed consecutively, such as families, making turn-taking more complicated in a remote interview.

Moreover, remote interviews tend to be more exhausting for both the applicant and the interviewer compared to in-person interviews. Increased fatigue can reduce the effectiveness of the interview, especially in cases requiring extensive dialogue and attention to detail.

This can also make it more challenging for the interviewer to explore complex credibility issues during the interview. This can be particularly relevant in cases where the identity of the applicant is in question or where there are potential security related issues or exclusion criteria that might require investigation during the interview.

As such, applicants with complex claims, where it can be assumed that a long interview will be required are considered less suitable for remote interviews.

Cases involving claims based on sexual orientations, gender identities, gender expressions or sex characteristics

When interviewing applicants with claims based on their (perceived) sexual orientations, gender identities, gender expressions or sex characteristics (SOGIESC), it is crucial to establish an atmosphere of trust during the interview. This is particularly important to facilitate self-disclosure, which is in turn essential for the fair examination of SOGIESC-based claims.

It is also important to note that many (perceived) lesbian, gay, bisexual, transgender, intersex and queer applicants are likely to have faced discrimination and verbal or physical abuse and violence in their lives, either in the country of origin or of transit or even in the country of asylum.

Cases where the claim for international protection is based on the (perceived) SOGIESC of the applicant are therefore considered much less suitable for remote interviews.



Interview techniques in the remote context



EUAA practical guides on interviews

The EUAA has developed several practical guides on interview techniques during asylum interviews. The guidance at hand therefore does not provide extensive information about the various techniques but focuses instead on the necessary considerations and adaptations in the remote context. Consult the following practical guides for more details on general interview techniques.

Practical Guide: Personal interview ⁽¹⁴⁾

This guide mainly covers the substantive asylum interview and also includes methodological guidance that can be applied to most situations in the field of asylum.

Practical Guide on the Implementation of the Dublin III Regulation: Personal interview and evidence assessment ⁽¹⁵⁾

It provides details adapted for case officers charged with carrying out Dublin interviews.

The techniques that are applied during the various types of personal interviews are crucial for the examination of the application for international protection. The quality of the outcome is directly linked to an efficient interview. In the context of a remote personal interview, specific adjustments of the interview techniques are required to ensure a proper analysis of the claim.



EUAA training modules on interview techniques

The EUAA provides comprehensive training modules to Member State officials on interviewing techniques, including for children and vulnerable applicants. Besides the core Asylum Interview Method module, the EUAA also offers other training modules on interview techniques, including a webinar that addresses key aspects of conducting remote interviews. Additionally, there is a specialised training module for interpreters, which includes dedicated sections on remote interpretation techniques.

For more information consult the EUAA Training Catalogue ⁽¹⁶⁾ and the national contact point for training of your national authority

⁽¹⁴⁾ EASO, [Practical Guide: Personal Interview](#), December 2014.

⁽¹⁵⁾ EASO, [Practical Guide on the Implementation of the Dublin III Regulation: Personal interview and evidence assessment](#), October 2019.

⁽¹⁶⁾ EUAA 'Training Catalogue', EUAA website, accessed 3 February 2025, <https://euaa.europa.eu/training-catalogue>.



Preparations before a remote interview

Planning sufficient time and additional breaks

Remote interviews often require some additional time compared to in person interviews as there is a need to provide additional information to the applicant and perform technical tests. The remote interview format can also require more repetition and frequent checks that information was correctly understood.

The remote interview setting can be more exhausting for all participants compared to in-person interviews. Therefore, ensuring an adequate number of breaks during the interview is essential to prevent misunderstandings or a gradual decline in trust and engagement from the applicant. Sufficient breaks also enable the case officer to remain attentive and fully engaged throughout the interview.

During breaks, it is recommended that the applicant receives on-site support from staff to ensure they can physically leave the interview room, access restroom facilities or receive refreshments, as needed. At the outset of the interview, the applicant should be clearly informed of the importance of returning to the interview promptly at the agreed-upon time after each break.

Breaks can also be used by support staff to process any documents or information submitted during the interview, helping to prevent unnecessary delays.

Understanding the ICT applications used

The case officer should familiarise themselves with the main software in use during the remote interview in order to minimise interruptions and technical difficulties during the interview itself. As software solutions are continuously updated, user interfaces may change and result in unexpected challenges even for experienced case officers. It is recommended to actively inform case officers when the software used for remote interviews is updated and to encourage them to explore the changes prior to conducting an interview.



Good practice: test the technical equipment before the interview

It is good practice to allow sufficient time before the start of the interview to test the proper functioning of the technical equipment. Such tests can be carried out for instance between the case officer and the person assisting the applicant, without the applicant having to be present.

Practical tools available to the interviewer

Member States authorities often use visual aids, practical tools, templates and other types of physical handouts during interviews. These can serve as pedagogical aids to support the case



officer when explaining complex concepts and to make sure the applicant understands the information provided during the interview.

Authorities should, to the extent possible, endeavour to adapt such tools so that they can also be used in the remote interview. The digital context could also allow for the use of alternative, improved or additional practical tools which could help the case officer during the interview. It is important that the case officer is familiar with how the digital tools differ from the standard ones used during in-person interviews, and how to use of them in a remote context.

Carrying out a remote interview

Introducing the participants

When conducting a remote interview or remotely interpreted interviews there is generally less time to chat informally with the applicant, develop rapport and put them at ease. In an in-person interview this can often happen while escorting the applicant to the interview room. In the remote interview the roles of different participants can also be less apparent to the applicant if they are not physically present with them in the room.

For example, if an applicant is hosted in a detention facility or a prison and is escorted to the room for the personal interview by the security staff of the facility, the applicant may easily assume that the interviewer is also representing the same authority as the security staff or a law-enforcement authority. Ensuring from the start of the interview that the applicant understands the roles and responsibilities of all parties participating in the interview is therefore of particular importance during the remote interview context.

Easing into the interview gently by initially talking about a neutral issue can also be a good way to build rapport and trust, and to reduce any tension. Talking about neutral topics often happens more naturally in the in-person context, for instance when escorting the applicant to the interview room, but this does not mean that it cannot happen in the remote context.

Adjusting and confirming technical settings

Before starting the interview, it is important to ensure that the technical settings are appropriately tuned for the participants so that all participants can properly and comfortably hear the audio and see each other on the screens. Audio volume and the camera's field of view should be adjusted to suit the individual interview setting. It is also advisable to give all participants some time to get used to the communication equipment before starting the interview. It is important that support staff are available in the location of the applicant to support them with these settings.

Verifying the conditions are suitable to conduct a remote interview

Before the start of a remote interview the interviewer should be aware of the reasons the interview was scheduled as a remote interview, and of any potential issues that were identified beforehand.



The interviewer should use the stage of welcoming the applicant, and the introduction to the interview format to ensure that they are able to use the technological tools at their disposal. The interviewer should ensure that they can hear and see the other participants in the interview. It is important to identify any potential issues which could jeopardise the quality of the interview early on in order not to cause unnecessary delays and frustration later during the interview.

If the interviewer identifies issues that may jeopardise the quality of the interview or the ability of the applicant to fully present the information that they wish to present, the interviewer needs to determine whether the underlying issues can be remedied in a timely way. If the issues cannot be resolved satisfactorily, the interview should be rescheduled.

If the reasons to suspend an interview are of a temporary nature, for instance related to issues with the internet connection, the interview could be rescheduled as a new remote interview. If instead the reasons are previously unidentified factors related to the applicant or to their application that make the remote interview format unsuitable, the interview should be rescheduled as an in-person interview.

Although it is preferable to identify any potential issues as soon as possible, it may not always be possible to do so already at the start of the interview. If issues come to light during the interview, and lead the interviewer to conclude that the applicant is not able to participate in the interview in a satisfactory manner, the interview should be stopped and rescheduled as an in-person interview. In these cases, it is important to inform the applicant of the reasons for stopping the interview and that it is done to safeguard their interests. It is also important to explain that it will not be prejudicial to the outcome of their application or the procedure they are in.



Good practice: back-up procedures in case of ICT issues

Member State administrations can develop back-up procedures for when technology fails or glitches occur, ensuring that the applicant understands their rights and the next steps in cases where an interview is disrupted and where rescheduling becomes necessary.

Explaining the remote interview context to the applicant

While many applicants for international protection may have experience with modern technology, not all will be familiar with the specific setup of remote interviews. Therefore, it is essential to ensure the applicant fully understands how the equipment functions, including who appears on which screen if multiple screens are involved, and other relevant technical details.

The interviewer should provide guidance and tips on how to best use the communication equipment, and on the specific nature of communicating through the remote interface. It is particularly important that only one person speaks at a time.



Applicants may also have concerns about the context in which remote interviews are used by the authorities and whether the choice of format will have a bearing on the outcome of their application. Such concerns may be exacerbated by unfounded rumours spreading within reception facilities. Proactively addressing these types of possible concerns can contribute to alleviate such concerns and build an atmosphere of trust. Explaining to the applicant that the remote format does not have a negative effect on their right to privacy and confidentiality may also help to build trust.

The case officer should clearly explain the reasons remote interviews may sometimes be used instead of in-person interviews and that the format does not provide an indication of or affect the substantial outcome of the case.

It should be explained to the applicant that the audio of the interview will be recorded and the reasons for doing so.



Practical example of an introduction during a remote interview

I would like to welcome you all to this interview. My name is [your name] and I work as a case officer. In my job I meet children, young people and adults and talk to them. I am in our office in [name of your location] and you are in our office in [name of their location].

Introduce the other participants in the interview (interpreter, legal representative etc)

As you can see, we use video equipment during this interview to see and hear each other.

Can you all hear and see me well?

I can see you and hear you clearly. It is very important during this interview that you let us know if the picture or sound does not work as it should. It is important that it works throughout the interview.

Sometimes we conduct interviews like this where we use cameras to talk to each other. The reason for doing so can be, for instance, when it is hard for us to be in the same place together because we are far apart. It is important that you know that using this type of interview will not have any impact on the outcome of your application for international protection.

Today while we talk, I will type everything in a document on the computer. This means that sometimes I will look away but I can still hear what you are saying.

I want to make sure that we all speak in short segments so that the interpreter has time to interpret everything that is said. This also gives me the time to note down what is said. It is important that we talk one-by-one so that we all hear what is being said.

We have time until [XX] o'clock today. We will take a first break after about [XX] but if anyone needs a break earlier just say so.



Practical example of an introduction during a remote interview

How does it feel for you to be at the interview here today?

Do you understand the interpreter well so far?

Do you know why you have been called to this interview?

If the answer is no: I will give you information and tell you why you are called for an interview here.

If the answer is yes: I want to give you some information that you have a right to know.

Verbal communication during remote interviews

Despite the use of high-quality technical equipment, remote interviews can still present challenges in hearing and understanding other participants. To minimise the risk of misunderstandings, the interviewer should use simple and clear language, adapted to the profile of the applicant. Consider the following tips below, for instance:

- keep sentences concise and speak in short sequences;
- introduce all new topics;
- avoid overly complex or compound questions; and
- refrain from asking multiple questions in succession.

Since the remote context can make it easier for misunderstandings to arise, it is particularly important that the case officer engages in active listening and clarifies any misunderstandings or ambiguities as soon as possible. Summarising key information and ensuring it was correctly understood can be a good way to avoid misunderstandings.

The length and level of detail of the free narrative part of the interview may be negatively affected during remote interviews. Practicing active listening and asking supporting questions to encourage the applicant to provide additional details is a possible mitigating technique in these cases.

Non-verbal communication during remote interviews

It can be more complicated to perceive non-verbal communication cues during remote interviews than during in-person interviews. The degree to which non-verbal communication can be perceived by participants in the interview will largely depend on the technical solutions, notably screen sizes and video setup. These aspects are discussed in greater detail in the section [Equipment](#) which focuses on the technical setups required for conducting remote interviews. If all participants can clearly see each other on the screens, understanding non-verbal communication will be much easier.

It is important that the case officer directs their attention to the applicant, especially when addressing them. The case officer should also strive to maintain eye contact as much as possible with the applicant throughout the interview. Case officers can also show that they are actively listening by nodding frequently.

Conducting remote interviews can create a feeling of relative separation from the applicant, which may lead the case officer to forget more easily about the non-verbal cues they are themselves communicating. It is thus also important that the case officer conducting the interview remains aware of their own non-verbal communication and maintains a professional demeanour throughout the interview.

The case officer should consider whether the video shows their desk and note-taking equipment. If this is not clearly visible on video, they should inform the applicant that they will be taking notes during the interview and explain why. As the case officer takes notes, they will be moving their arms and hands and will likely be looking downward at the computer or paper instead of looking at the applicant. If the applicant is unaware of why this is happening as they speak, they could misinterpret the situation.



Practical tip

If you have talked about topics that are difficult for the applicant, ask how the applicant is doing and if it is okay to continue. This is in order not to miss body language that becomes more difficult to read due to the remote interview format.

Supporting persons with special procedural needs

If a remote interview is carried out with an applicant with special procedural needs, the case officer should remain vigilant about the needs of the applicant, ensuring that appropriate measures are taken to support them in presenting their claims effectively.

Interpretation during remote interviews

The role of the interpreter should not change depending on whether the interview is conducted in person or remotely. There are however particular considerations to keep in mind regarding interpretation in the remote interview context.

In order for the applicant to be able to fully understand both the verbal and non-verbal cues of the interpreter during the remote interview, all participants should be clearly visible. This will make it easier for the applicant and case officer to understand the interpretation, and can help limit misunderstandings, delays and need for repetition. It is important that the interpreter can adjust to the applicant's needs taking into account their age, gender and any vulnerabilities. This is particularly important when the applicant, case officer and interpreter find themselves in different locations.

Interpreting in the remote context is different from interpreting in an in-person setting. It is important that the person providing the interpretation is aware of the challenges involved and



the possible ways to mitigate them. Member State authorities are therefore recommended to provide training and guidance to interpreters that participate in remote interviews or that provide remote interpretation. It is also recommended that Member States provide guidance and instructions to interpreters on what is expected of them regarding the modalities of remote interviews and remote interpretation, notably on confidentiality and impartiality.



EUAA Practical Guide on Interpretation in the Asylum Procedure ⁽¹⁷⁾

This practical guide, developed in partnership with Intergovernmental Consultations on Migration, Asylum and Refugees, provides practical guidance for interpreters in the asylum procedure. It provides a lot of very useful information for interpreters and also includes a chapter on how to approach remote interviews as an interpreter.



Good practice: certification for interpreters in remote interviews

Offering some form of certification for interpreters can help to ensure that they have sufficient knowledge/training on how to provide remote interpretation as well as familiarity with the guidelines of the national authorities in relation to remote interviews and remote interpretation.

⁽¹⁷⁾ EUAA-Intergovernmental Consultations on Migration, Asylum and Refugees, [Practical Guide on Interpretation in the Asylum Procedure](#), February 2024.



Annex I. Checklist for deciding to conduct a remote personal interview

This checklist aims to help the person deciding whether an interview may be carried out remotely using video conferencing. The information available about the person to be interviewed can be inserted in the checklist to assist the determination of whether:

- proper standards are in place to conduct a remote interview;
- there are sufficient justifications to, exceptionally, conduct the interview as a remote interview;
- all elements related to the applicant and their case that go against the use of the remote interview format have been fully considered.

The checklist provides an overview of the situation in the individual case but it does not in itself provide a decision or recommendation on whether or not to conduct the interview remotely. This responsibility always remains with the person making that decision.

Procedural and technical standards	Yes	No
Will it be possible to meet the procedural standards for remote interviews adequately for this interview?		
Do the technical standards at the facility where the applicant is planned to be for the interview meet the requirements for a remote interview?		
Will it be possible to meet the other technical standards for remote interviews adequately for this interview?		
Comments and observations		



Situations where a remote interview may be justified	Yes	No
The person is detained or imprisoned.		
There are public-health related concerns (e.g. communicable diseases, etc.).		
The person has a weakened immune system.		
The person is undergoing or has recently received medical treatment*.		
The person is elderly*.		
The person is living with a physical disability*.		
The person is pregnant* or caring for a newborn child.		
The person is providing care/assistance to a dependent relative.		
The person is located far from the place where an in-person interview could be scheduled.		
An interpreter needs to be provided from another location as no suitable interpreter is available at the location of the interview.		
Other reasons		

* The issue should be of such a nature as to limit the person's ability to travel or effectively participate in an in-person interview.

Situations where a remote interview may not be suitable	Yes	No
The person is a child.		
The person has a visual impairment.		
The person has a hearing impairment.		
The person has issues related to their mental health.		
The person has a cognitive and/or intellectual disability.		



Situations where a remote interview may not be suitable	Yes	No
The person is a survivor or presumed survivor of trafficking in human beings, torture and/or has experienced traumatic events.		
The person is a victim of gender-based violence.		
The claim for international protection is based on SOGIESC.		
The person is unfamiliar with remote communication technology.		
The person is elderly.		
The case is complex.		
The claim for international protection is based on SOGIESC.		
Other reasons		
Elements for a decision on the interview format	Yes	No
Are the procedural and technical standards adequately met for the organisation of a remote interview?		
Are there sufficient justifications to substantiate the exceptional organisation of a remote interview?		
Has the assessment shown that the individual situation of the applicant and the characteristics of their application would allow for a high-quality interview even if it was organised as a remote interview?		

The interview will be organised as	
In-person interview	
Remotely interpreted interview	
Remote interview	



Annex II. Checklist for the facility where the applicant will be during the remote interview



Checklist for the facilities at the location of the applicant

The physical interview room:

- ☐ ensures sufficient privacy and confidentiality for the interview;
- ☐ complies with overall quality standards for interviews;
- ☐ allows the applicant to talk without being distracted by outside noises and ensuring the information is not overheard by unauthorised persons;
- ☐ can ensure that persons not participating in the interview do not enter the room.

The area outside of the interview room:

- ☐ offers a quiet place where the applicant may relax during breaks;
- ☐ has access to toilets.



Checklist for the technical equipment in the interview room

The technical equipment in the interview room

Is the technical equipment in the interview room permanent or is it only made available when needed for each interview?

- ☐ It is permanently present in the room.
- ☐ It is made available when needed.

- ☐ The facility has a stable and sufficiently fast internet connection.
- ☐ Cameras of sufficient quality are available and can be adjusted to suit applicants.
- ☐ Lighting in the room is adequate and suited for the cameras.
- ☐ Screens of sufficient size and quality are available to allow all participants to be properly seen for the full duration of the remote interview.
- ☐ Microphones are available and suited for the purpose of the interview.



**Checklist for the supporting functions available in the facility****Administrative support**

Supporting staff is available to perform the following tasks:

- ☐ escort the person being interviewed to and from the interview room;
- ☐ assist the person being interviewed during breaks;
- ☐ provide information about the remote interview format to the applicant;
- ☐ assist the applicant with operating the technical equipment;
- ☐ assist with the printing, signing and scanning of documents;
- ☐ assist with processing documents submitted by the person being interviewed.

Access to specialised supporting staff

The following staff categories are available in the facility during remote interviews:

- ☐ medical staff
- ☐ staff trained to provide psychological support
- ☐ security staff
- ☐ other (for example cultural mediators)

The supporting staff can be reached through the following modes of communication

- ☐ phone
- ☐ messaging application
- ☐ email
- ☐ other _____



Annex III. Checklist for case officers preparing for a remote interview



Planning and preparing for a remote interview

The organisation of the remote interview is organised based on the following circumstances:

Vulnerabilities and aspects relevant to the remote format that have been identified:

Applicant informed about the remote format: ☐ Yes ☐ No ☐ Unknown

Participants in the remote interview:	Location:
Applicant	
Case officer	
☐ Interpreter	
☐ Representative	
☐ Legal adviser	
☐ Cultural mediator	
☐ Other:	

Technical equipment available at the location of the applicant:

Practical tools and visual aids to be used during the interview:

Interpreter's familiarity with remote interview format:

Supporting staff available at the location of the applicant:





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