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Working with an interpreter

Key information

Learning outcomes & description

Accredited module details

Key information

This new pact-aligned version is available for translation.



Target group

Asylum and reception officers, asylum and migration management (AMM) officers, and all profiles working in the field of asylum and reception



EQF/MQF level

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

Case-based open-ended assessment

Languages

English, Greek, Spanish, Bulgarian, Romanian, Portuguese, Slovak & Polish

Learning outcomes & description

DESCRIPTION

This module aims to provide learners with the necessary knowledge, competence and skills to communicate effectively through an interpreter.

It covers tips and follow-up actions to address potential breaches of conduct by the interpreter with a focus 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.

It prepares learners to apply this knowledge in the context of procedures, tasks, responsibilities of officers working with interpreters requested in the asylum and reception contexts.

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

This module is delivered entirely online, through self-paced learning.

ASSESSMENT STRATEGY

The assessment strategy is based on one assessment conducted online at the end of the module.

The assessment is scenario-based and practice-oriented, designed to assess learners' knowledge, skills and competences in relation to the learning outcomes of the module: actions and communication skills to enable effective communication through an interpreter; and possible follow-up actions vis-à-vis potential breaches of conduct by the interpreter.

Accredited module details

Accredited module details

Duration	**6 hours online learning (self-paced)**
Number of ECTS	**1**
Language	**English**
Assessment	**1 hour**

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