



**AD HOC QUERY ON 2019.44 Language and Communication Policy and Measures in Reception Facilities for Applicants for International Protection**

**Requested by Martine HENDRICKX on 24 March 2019**

**Compilation produced on 25 September 2019**

**Responses from Austria, Belgium, Finland, Greece, Latvia, Lithuania, Netherlands, Slovakia, Spain, Sweden plus Norway, Heiko HECHT (12 in Total)**

**Disclaimer:**

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**1. Background information**

Reception systems accommodate applicants for international protection from all over the world. This implies that the number of different languages spoken by applicants at any one time can be very high. Knowledge of a national language or a common language may be limited. Furthermore, applicants may be illiterate or have very limited literacy skills. Communication may therefore become difficult. Neither staff nor applicants can express themselves or make themselves understood and this may lead to misunderstandings, frustration and anxiety.

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The Study and Policy Unit from the Directorate of Policy Support of the Federal Agency for the Reception of Asylum Seekers (Fedasil) is currently elaborating a **language and communication policy** and would like to know how your country **deals with this great language diversity amongst applicants for international protection in reception**.

A language and communication policy or measures may include the use of interpreters (remotely or face-to-face), translated texts and leaflets, pictograms, cultural mediators, multilingual staff, using other applicants as interpreters, specific settings or conditions during which interpreters may be used, multilingual tools or apps, or any other means of communication.

**This question does not regard your country's policy on language acquisition nor language lessons given to applicants.**

## **2. Questions**

**1. Does your country have a specific language and communication policy or guidelines for applicants for international protection in reception? If so, what does the policy or guidelines consists of?**

**2. If no explicit policy or guidelines exist, does your country implement specific measures or practical solutions to enable or improve the communication with applicants for international protection in reception? If so, which measures or practical solutions are in place?**

**3. Has the effectiveness of the policy or measures/practical solutions ever been evaluated?**

**4. Are you aware of studies/research on language and communication with applicants for international protection in reception conducted in your country? If so, can you provide links or soft copies of this research (in English/French/Dutch/German)?**

We would very much appreciate your responses by **25 April 2019**.

## **3. Responses**


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<sup>1</sup> If possible at time of making the request, the Requesting EMN NCP should add their response(s) to the query. Otherwise, this should be done at the time of making the compilation.

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		Wider Dissemination <sup>2</sup>	
	EMN NCP Austria	Yes	<p>1. After a public tender, the company ORS Service GmbH is exclusively authorized – in the Federal State's range of authority – to look after persons in need of help and protection who are accommodated in federal accommodation centers. The determination of language and communication strategies or such guidelines therefore does not take place at Federal State's level but behooves the ORS Service GmbH.---Source: Ministry of the Interior</p> <p>2. The framework agreement between the Ministry of the Interior and the ORS Service GmbH stipulates that the most important languages must be covered by the company's support staff and that interpreters are to be consulted if necessary. Currently, a video interpretation system regarding the languages that cannot be covered directly is being tested in the federal accommodation centers. Furthermore, in the federal accommodation centers information material is available in the most common languages. ---Source: Ministry of the Interior</p> <p>3. The evaluation regarding language needs takes place continuously. The support staff is deployed in the federal accommodation centers as required. ---Source: Ministry of the Interior</p> <p>4. No. ---Source: Ministry of the Interior</p>

<sup>2</sup> A default "Yes" is given for your response to be circulated further (e.g. to other EMN NCPs and their national network members). A "No" should be added here if you do not wish your response to be disseminated beyond other EMN NCPs. In case of "No" and wider dissemination beyond other EMN NCPs, then for the Compilation for Wider Dissemination the response should be removed and the following statement should be added in the relevant response box: "This EMN NCP has provided a response to the requesting EMN NCP. However, they have requested that it is not disseminated further."

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	<p>EM N NC P Bel giu m</p>	<p>Yes</p>	<p>1. No, there is no specific policy in place. However, the Law of 12 January 2007 on the reception of asylum seekers and of certain other categories of foreigners (Reception Act) has some provisions relating to language and communication: Art. 11 states that, when assigning a reception facility, Fedasil ensures that this place is adapted to the needs of the applicant. The assessment of the adapted nature of the reception place is based on criteria such as the knowledge of one of the national languages. So if an applicant speaks French, Fedasil will try, within the limits of the number of available places or the presence of other priority reception needs, to assign the applicant to a reception facility located in the French-speaking part of Belgium. Article 14 states that the Federal Reception Agency has to provide an information brochure written in "as far as possible, a language that the applicant understands". And according to Article 15, the Federal Reception Agency has to guarantee the access to social interpretation services: "the Agency or the partner shall ensure that the beneficiary of the reception has access to social interpretation and translation services in the exercise of their rights and obligations (...). The Agency or partner may conclude agreements with services or organisations specialised in the field of social interpretation and translation". It concerns 'social' interpreters – these are certified interpreters who are trained to interpret in social contexts. They may be contacted by telephone or be booked to interpret on site. Also, at the operational level of Fedasil, there is no comprehensive language and communication policy. Dealing with multilingualism has never been an official priority since the creation of Fedasil in 2002. Nonetheless, various initiatives have emerged over the years, including to meet legal obligations stated in the Reception Act: Firstly, various informative documents have been translated in several languages for applicants over the past decade. The most recent is the translation of the new internal rules and regulations of the reception centres in October 2018 in 12 different languages (Dutch, French, Albanian, Arabic, German, English, Lingala, Pashtu, Fula (Peul), Russian, Somali and Tigrinya). The internal rules provide that applicants for international protection may file a complaint against the reception structure, orally or in writing in Dutch, French, German or English. If a beneficiary does not agree with a decision with regard to medical assistance, a written appeal can be submitted in Dutch, French, German or English. If a resident does not agree with an imposed sanction, an appeal can be made in writing in Dutch, French, German or English. A second set of initiatives concerns the collaboration with social interpretation services. Over the years, there have been several consultations with organisations specialised in the field of social interpretation and translation about, inter alia, the hourly rate for interpretation services. In the reception network it was opted to work with mainstream social interpretation services instead of working with own interpreters, as is the case with the Office of the Commissioner General for Refugees and Stateless Persons, for example. Thirdly, the minimum standards for reception that have been in force in the reception network since July 2018 contain various provisions relating to dealing with linguistic diversity and work towards a well-thought-out policy that recognises the problem of multilingualism and seeks to provide appropriate guidelines. For example: a reception structure is initially expected to register the language skills of residents (standard A18). Fedasil's quality standards also follow the principle that the information about the reception must be provided in a language that the applicant understands sufficiently, but it is not specified that the</p>
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			<p>information must also be provided in writing (A6). Based on the language skills and the communicative setting, it must be considered whether translation or interpretation is required. The point of departure is that "the communication between the staff of reception structure and the resident takes place in a language that both conversation partners sufficiently understand. The resident is given the opportunity to express himself and to be understood relating all aspects of daily life."(A18) If fluent communication cannot be guaranteed, an interpreter must be involved in the social and legal guidance provided to the applicant (A18), as well as in the medical support (B19) and the psychological support. Upon arrival in a reception structure, it is normally foreseen that a social intake is done with a social interpreter if necessary. But because the reception structure usually does not know in advance which language a new resident speaks, the offer of interpreters is scarce, and there is an expectation to conduct an intake within four days, the conversation is often held without a social interpreter. It is the responsibility of the reception facility to provide access to interpreters. Preference is always given to social interpreters or intercultural mediators. Other residents or staff members can only interpret with the resident's agreement. This is possible at the request of the resident or in urgent cases, but never in the context of psychological counselling (B23). In addition, minors may never be used as interpreters. The quality standards do not express a preference for interpreters by telephone, on site or via the internet (Skype). The reception structure must pay for interpreting services (C15) if there is no free offer, including any trips that have to be made in this context. The quality standards give great discretionary power to reception centres and the individual decision-making process of social workers. Moreover, it is noticeable that nowhere, both in legal and operational terms, explicit attention is paid to the accessibility of communication, both in terms of clear and neutral communication. In summary, both in legal and operational terms, relatively little has been formalized concerning language diversity in reception.</p> <p>2. Besides the use of 'social' interpreters, the following means of communication are in use:- translated texts such as information leaflets and the internal rules;- pictograms, mainly regarding safety and house rules;- multilingual staff who can perform their duties directly in a language the applicant can understand;- at times, multilingual staff is called upon to translate/interpret;- applicants who reside in the same reception facility may be asked to interpret. There is currently a project ongoing to provide some basic interpretation skills to some of these "assistant" interpreters;- applicants may ask a relative or friend to interpret;- Fedasil's quality standards provide for the use of certified interpreters, especially in 'sensitive' contexts;- there are some volunteer cultural mediators available in some of the reception facilities;- a system of video interpretation via webcam is available for doctors and medical units. This is organised by the Ministry of Health- there are some multilingual websites available (for example Zanzu.be on sexual and reproductive health); - there are some multilingual apps available and Fedasil will launch later this year a multilingual mobile app with information for applicants;- multilingual animation films (on internal rules, on vaccinations).</p>
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			<p>3. It has only been evaluated indirectly. For example, an extensive study on vulnerable persons in reception was carried out and one of its findings was the lack of interpretation, and the lack of interpreters trained to interpret in sensitive contexts.</p> <p>4. To our knowledge, there is no language and communication research specifically conducted on applicants for international protection in reception facilities. There is research on discourse analysis during the procedure for international protection (Katrijn Maryns, 2006), but not in reception facilities. However, there are currently a number of ongoing studies concerning communication in reception. These are ethnographic and sociolinguistic studies, results of which are expected by end of 2019 or in 2020. A study on illiteracy specifically amongst applicants in reception is also being carried out.</p>
	EMN NCP Finland	Yes	<p>1. Finland does not have one specific policy or guideline. The issue is included in several different guidelines, e.g. when applicants are given information, when an interpreter is needed, that translated information material is to be used etc. The Act on the Reception of Persons Applying for International Protection includes provisions on interpretation and translation.</p> <p>2. The use of interpretation and the translation of information material (flyers, posters, information leaflets). The amount of translated information material has increased a lot during the last 3-4 years.</p> <p>3. No, as there is not a single policy on the issue. Information on social and health care requires a different approaches compared to information on work and studies. Therefore the effectiveness should be evaluated more regarding the contents than the means of communication.</p> <p>4. There is at least one master's thesis that's close to the topic, although it is only available in Finnish.</p>
	EMN	Yes	<p>1. The Social Integration Directorate of the Ministry for Migration Policy does not have a specific language or communication policy for applicants for international protection in reception, as the Reception and Identification Service</p>



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	<p>NC P Gre ece</p>		<p>and the Asylum Service are the competent authorities for the reception and the asylum procedure of refugees. However, the enhancement of intercultural mediation services is a priority and one of the main goals of our Division as it is also inherent through several actions proposed in the National Integration Strategy of the Ministry for Migration Policy which is now being finalized. In July 2018, the Governmental Council for Social Policy adopted the new National Integration Strategy (NSI) for immigrants, asylum seekers and beneficiaries of international protection, which was developed by the Ministry of Migration Policy following cooperation with the relevant Ministries. The NSI was set under public consultation in January 2019. The consultation was successfully completed in February 2019.</p> <p>2. Strengthening the role of mediation services and intercultural mediators is provided in pillar 5 of the new National Strategy for Integration and is promoted through the following actions: i. Employment of Intercultural Mediators in Migrant Integration Centers. Migrant Integration Centers are a “one-stop-shop” model service where foreign citizens (including applicants for international protection) can find “under one roof” a whole range of services (legal advice, information about residence permits, about access in labour market, about language learning and other integration projects and services in the country) and they are set up in cities with high concentration of migrants/refugees. According to the Guidelines for the Operation of Migrant Integration Centers, the hiring of intercultural mediator is mandatory in order to facilitate the communication between migrants and public services or local authorities/offices. ii. Development of a job profile of the intercultural mediator. The Social Integration Directorate acknowledging the very important role of intercultural mediators in overcoming linguistic barriers as well as bridging cultural differences has elaborated in collaboration with experienced agencies and social partners (General Federation of Employees, Hellenic Confederation of Professionals, Craftsmen and Merchants) the job profile of intercultural mediator. It is the intention of the Ministry for Migration Policy to institutionalize the job of the intercultural mediator in order to enforce its credibility and to improve the quality of services provided. iii. Enhancement of intercultural mediation services in Migrant Integration Centers and Community Centers. The Social Integration Directorate has planned and is currently taking steps in order to have implemented a project of training and employing 70 intercultural mediators in Migrant Integration Centers (MIC) and Community Centers (CC) in 57 municipalities all over the country. The project’s aim is twofold: a) to cover the needs of MICs which are either understaffed or need more than one mediation languages, and b) to staff with intercultural mediators CCs which do not have MICs units, but which provide services to a significant number of migrants/refugees.</p> <p>3. The Social Integration Directorate is in close collaboration with the Migrant Integration Centers collecting feedback about their operation. Through the mail that is exchanged and the meetings that took place, the effectiveness of intercultural mediation was repeatedly reported; therefore our Directorate proceeded to the expansion of the project in 57 municipalities. Also, the fact that 57 municipalities wanted to take part in the relevant project implies that intercultural</p>
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			<p>mediation is a successful measure.</p> <p>4. There have been numerous studies/researches regarding the reception conditions of applicants for international protection from Universities and other national and European entities, but, in Greek. If there is an interest for these, please contact us at emn@immigration.gov.gr</p>
	EM N C P Latvia	Yes	<p>1. No, there is no specific policy in place.</p> <p>2. Following communication are in use: certified interpreters; - translated internal rules (for now translated in 5 different languages – Russian, English, Arabic, Farsi and Kurdish. Depending on the influx of asylum seekers and the country of origin, we can translate into other languages);- translated house rules (such as fire safety, electrical safety); translated information leaflets;- multilingual staff who can communicate in a language the applicant can understand (at this moment most applicants are speaking in Russian language);- Red cross is providing cultural mediators for applicant;- multilingual medical staff is available for applicant and if necessary certified interpreters. There is system of video interpretation via webcam if it's necessary.</p> <p>3. There was no evaluation yet.</p> <p>4. There is no language and communication research specifically conducted on applicants in reception facility.</p>
	EM N C P Lithuania	Yes	<p>1. No.</p> <p>2. Yes. -During the communication with applicants for international protection the help of interpreters is constantly used (in receiving services as well as during interviews, etc.). Both face-to-face and remote translations (via video calls, Skype or phone) are provided. -During the increase of the applications from Syria, Arabic translator was always present at the reception facilities. -Officials working with the applicants can speak either Russian or English which often helps to</p>




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	a		<p>communicate well. Recently majority of applicants can communicate in Russian. -Leaflets are also handed out in several languages. Internal policies, contracts, rights and duties are presented in various languages to applicants for international protection and/or translated on the spot by interpreter. -Power point presentations with pictures (to introduce Lithuanian history, geography, childcare) are also provided in Lithuanian language as well as translated to the language the applicant understands.</p> <p>3. N/A</p> <p>4. Not to the best of our knowledge.</p>
	EMN NCP Netherlands	Yes	<p>1. Yes, the Netherlands has specific language and communication policy / guidelines for applicants for international protection in reception. IND: During the application procedure, the applicant is entitled to an interpreter. In principle, this needs to be an interpreter confirmed by oath. However, in case interpreters confirmed by oath are not available, but there is an urgent need for interpreters, the Immigration and Naturalisation Service (IND) could approach interpreters who are not confirmed by oath. Furthermore, a code of conduct has been established for interpreters who work for the IND. COA: At the Central Agency for the Reception of Asylum Seekers (COA) an interpreter can be requested. COA will cover the costs. Even when an asylum seeker needs an interpreter when visiting a medical care provider, the COA pays the costs. Often, an interpreter is available within a few minutes by telephone. COA contracted a professional party who delivers the services and who contracts professional interpreters on a base that is stated in a schedule of requirements. Furthermore, the house rules of COA are offered in several mother languages of the inhabitants and COA has a website especially for asylum seekers (<a href="http://www.mycoa.nl">www.mycoa.nl</a>). The information on this site is provided in Dutch, English, French, Armenian, Arabic, Persian, Russian, Somali, Tigriniya and Turkish. The site consists of 2 parts: general information and local information. For information purposes, professional translators translate. Google Translate is also used for local information (such as announcements of activities). This is not satisfactory.</p> <p>2. COA: COA constantly tries to improve the way they communicate with their residents, this also includes translation services. NIDOS: The Dutch Council for Refugees (Nidos) works with volunteer interpreters. In addition, this organisation wants to start an experiment with a 'interpreter telephone.' Voluntary interpreters could be contacted by phone. In a document about unaccompanied alien minors from Eritrea by NIDOS it is stated that often the choice needs to be made</p>


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			<p>whether communication will take place by written language, other asylum seekers or / and Google Translate, or whether a professional interpreter is required because of the importance of the information that will be discussed. In addition, Nidos recommends to visualise as much as possible and to create for instance tables that show who the unaccompanied alien minors can approach for which questions. (<a href="https://www.nidos.nl/wp-content/uploads/2018/05/Toolkit.pdf">https://www.nidos.nl/wp-content/uploads/2018/05/Toolkit.pdf</a>)</p> <p>3. In 2007, the Research and Documentation Centre of the Ministry of Justice and Security evaluated measures from 2003 with regard to the demand, supply and mediation of interpreters who work in the field of Justice. (<a href="https://www.wodc.nl/onderzoeksdatabase/evaluatie-marktwerking-tolk-en-vertaaldiensten.aspx">https://www.wodc.nl/onderzoeksdatabase/evaluatie-marktwerking-tolk-en-vertaaldiensten.aspx</a>)IND: Interpreters who work for the IND are evaluated on an individual basis. COA: the quality of interpreters is monitored constantly. Whenever an interpreter delivers a bad job COA fills in a form with the complaint and look for a satisfying solution. The number of complaints over the year is less then 3 per month. An interpreter who performs below expectations for a few times will not be contracted anymore.</p> <p>4. COA does not have studies or reports on this other than the management info they receive from their contracted party.</p>
	<p>EM N NC P Slo vaki a</p>	<p>Yes</p>	<p>1. Pursuant to the Act on Asylum n. 480/2002, a designated employee of the Migration Office of the Ministry of Interior no later than 15 days after the beginning of proceedings, informs the applicant on his/her rights and obligations, possible consequences of non-compliance or breach of his/her obligations under the Act on Asylum, and on access to legal aid. S/he shall also provide the applicant with information on NGOs dealing with the care of asylum seekers and persons granted asylum; instruction and information shall be provided in a language reasonably assumed to be understood by the applicant and, as far as possible, in writing. The Migration Office issues the internal rules of the asylum facility in the Slovak language and ensures its translation into foreign languages according to the needs of foreigners. In addition to social workers, cultural and non-governmental cultural mediators are employed in the reception centre and accommodation centres, where they can, if necessary, use an interpreter (AMIF project for facilities) to a certain extent. In practice, employees of the asylum facilities also use picture dictionaries, pictograms, leaflets are translated into the languages of the most frequent countries of origin, or other applicants, who can interpret the information in a particular situation are invited.</p> <p>2. See Q1</p>


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			<p>3. In practice, there is a need for an available interpreter more often due to the communication barrier, and it is not always easy to find one who deals with specific languages in real time. As the Slovak Republic does not yet have the State Integration Program, the issue is solved on ad hoc basis.</p> <p>4. We found some potentially related studies, unfortunately available in Slovak only. Abstracts are in English though. Tlmočenie v štátnej správe: deskriptívne a preskriptívne prístupy/ Interpreting in the public sector: descriptive and prescriptive methods  <a href="https://www.academia.edu/14802192/Tlmo%C4%8Denie_v_%C5%A1t%C3%A1tnej_spr%C3%A1ve_deskript%C3%ADvne_a_preskript%C3%ADvne_pr%C3%ADstupy">https://www.academia.edu/14802192/Tlmo%C4%8Denie_v_%C5%A1t%C3%A1tnej_spr%C3%A1ve_deskript%C3%ADvne_a_preskript%C3%ADvne_pr%C3%ADstupy</a> Tlmočenie, migranti, štát rozpoznávanie jazykových registrov/ Interpreting, migrants, state: recognition of language  <a href="https://www.academia.edu/27239887/Tu%C5%BEinsk%C3%A1_H._2015b._Tlmo%C4%8Denie_migranti_%C5%A1t%C3%A1t_rozpoznanie_jazykov%C3%BDch_registrov._In_Jazyk_v_politick%C3%BDch_ideologick%C3%BDch_a_interkult%C3%BAnych_vz%C5%A5ahoch_Sociolinguistica_Slovaca_8_Bratislava_Veda_p._243-258">https://www.academia.edu/27239887/Tu%C5%BEinsk%C3%A1_H._2015b._Tlmo%C4%8Denie_migranti_%C5%A1t%C3%A1t_rozpoznanie_jazykov%C3%BDch_registrov._In_Jazyk_v_politick%C3%BDch_ideologick%C3%BDch_a_interkult%C3%BAnych_vz%C5%A5ahoch_Sociolinguistica_Slovaca_8_Bratislava_Veda_p._243-258</a> Slová a moc. Prípadová štúdia zo súdneho pojednávania/ Words and power: The case study from interrogation process  <a href="https://www.academia.edu/30906355/Slov%C3%A1_a_moc._Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_zo_s%C3%BAdneho_pojedn%C3%A1vania._Words_and_power._The_case_study_from_the_interrogation_process">https://www.academia.edu/30906355/Slov%C3%A1_a_moc._Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_zo_s%C3%BAdneho_pojedn%C3%A1vania._Words_and_power._The_case_study_from_the_interrogation_process</a> Akož e, nejaký: reč na súde mimo zápisnice. Prípadová štúdia súdneho pojednávania so žiadateľom o azyl/ As if to say, kind of: courtroom talk not in the record. A case study of court proceedings with an asylum applicant  <a href="https://www.academia.edu/38057204/Ako%C5%BEe_nejak%C3%BD_re%C4%8D_na_s%C3%BAde_mimo_z%C3%A1pisnice._Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_s%C3%BAdneho_pojedn%C3%A1vania_so_%C5%BEiadate%C4%BEom_o_azyl">https://www.academia.edu/38057204/Ako%C5%BEe_nejak%C3%BD_re%C4%8D_na_s%C3%BAde_mimo_z%C3%A1pisnice._Pr%C3%ADpadov%C3%A1_%C5%A1t%C3%BAdia_s%C3%BAdneho_pojedn%C3%A1vania_so_%C5%BEiadate%C4%BEom_o_azyl</a></p>
	<p>EM N NC P Spain</p>	<p>Yes</p>	<p>1. The Directorate General for Integration and Humanitarian Attention (DGIAH) of the General Secretariat for Immigration and Emigration establishes a framework for action to assist applicants and beneficiaries of international protection. In this framework, instructions are given on the content of the translation and interpretation activities that can be provided in this area of I. P. This framework is part of all the annual calls for grants that support NGOs specialized in I.P. for the attention to this group. Each NGO establishes its own protocol of action although they are usually very similar. The objective of these actions is:- Facilitate communication between the beneficiaries of the program and the public and private services with which they are related in the development of the individualized integration itineraries. - It also aims to ensure a correct</p>


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			<p>understanding of the information, advice and benefits received. To carry out these tasks, the social organizations have a team of translators and interpreters specialized in the subject and competent in the translation and interpretation of all the necessary languages and dialects. These interpreters provide their services according to the needs set by the applicant and carry out the translation of necessary documents as well as interpretation work in front of various public services that the applicant needs to use (eg: employment office, health centers, educational centers, etc.).In addition to the above, in the DGIAH's own centers, the figure of the interpreter is also used if necessary.</p> <p>2. See previous answer.</p> <p>3. The NGOs make an assessment of the translation and interpretation service that is carried out through the feed-back obtained from both the applicant/beneficiary of P.I. and the translator himself/herself. In addition, there is a monitoring of the number of translations / interpretations that are made, the number of people served, the duration, the language, etc.</p> <p>4. N.I.</p>
	EM N C P S w e d e n	Yes	<p>1. In Sweden everyone has a right to understand and be understood when in contact with authorities. In other words interpretation will be used when needed. If/when interpretation is needed will be decided on a case-by-case basis. This is not specific to reception centers.</p> <p>2. Of course to some extent you can try to recruit staff talking the main language of the applicants in the reception center. Interpretation over telephone can also be used.</p> <p>3. Not to the best of our knowledge</p> <p>4. No</p>

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	<p>EM N NC P Nor way</p>	<p>Yes</p>	<p>1. 1. Yes, but the Government is also working on a separate, national law. The existing laws and regulations regarding the use of interpreters in the public sector in Norway were considered fragmented and varied. Because of this, in 2013, the Government initiated work on a law regarding interpreting. The proposal for this law has now been sent out to relevant partners and agencies for their comments and will possibly come into force in 2020. That act will probably state that every government agency will be required to use an interpreter whenever necessary. When the law goes into effect, it will require civil servants to ensure professional and appropriate means of communication and will secure a person's rights and integrity in cases regarding a welfare and health. The development of the new act is based on the Government White Paper: NOU 2014: 8 Interpreting in the public sector – a question relating to the right to due process of law and equal treatment. One suggested guideline: "A qualified interpreter must be used when considerations of the due process of law and equal treatment are important and when it is required that the administrative body or agency has to use an interpreter to protect an individual's interests. The public authorities should assess the need to use an interpreter in all situations where there is contact with individuals who do not have sufficient command of the administrative language."  <a href="https://www.regjeringen.no/contentassets/a47e34bc4d7344a18192e28ce8b95b7b/no/sved/nou_2014_8_sammendrag_engelsk.pdf">https://www.regjeringen.no/contentassets/a47e34bc4d7344a18192e28ce8b95b7b/no/sved/nou_2014_8_sammendrag_engelsk.pdf</a> English summary of White Paper                  In 2008, the Norwegian Directorate of Immigration (UDI), which is responsible for overseeing the running of ordinary reception centers, produced a 1 page circular which stipulates requirements for reception centers regarding the provision of interpreters and language assistants (RS 2008 – 029). UDI also developed an intensive introduction programme for interpreters which helps them to understand their role in an asylum setting and UDIs internal standards. In addition, UDI has produced a circular on the Use of Interpreters in Immigration Administration Cases (RS 2011 – 039). The National Police Immigration Service is responsible for the Norwegian Immigration Detention Centre. There are no specific language and communication policy or guidelines in the Immigration Detention Centre as such. However, there may be an obligation to use an interpreter depending on what the communication is about. Some foreign nationals confined to the center may need to be informed about a case of rejection or expulsion while he/she is at the Immigration Detention Centre. In such cases the Norwegian Immigration Act section 81 states that "In cases under sections 28 and 73, and in cases concerning rejection, expulsion, revocation of a granted permit or revocation of a residence document, (see section 120, second paragraph), the immigration authorities shall ensure that the foreign national is given an opportunity to present his or her views in a language in which he or she can communicate adequately". Also, the Norwegian Administration Act section 17 regarding the State's duty to provide guidance, states that "The administrative agency shall ensure that the case is clarified as thoroughly as possible before any administrative decision is made". This does not imply a general duty to use an interpreter, but in certain situations it may be necessary. E.g. a foreigner is detained because his/her identity isn't clear and the police are trying to figure out which country the foreigner is to be returned to, the Immigration police may be obliged to use an interpreter in such conversations with the foreign national. In addition, non-statutory rules for proper case processing may entail an obligation to use an interpreter, if the</p>
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			<p>conversation cannot take place properly in a common language.</p> <p>2. As mentioned above there is a duty in certain situations to ensure that communication is carried out in a language in which the foreign national can communicate adequately. In addition, it is common to hire multilingual staff who are able to communicate with the residents in everyday conversations. The UDI has written guidelines regarding the use of interpreters in reception centers and the Ministry of Justice and Security is working on changing the law in this matter to ensure the use of interpreters so that applicants can get important information in a language they are familiar with.</p> <p>3. 3. In 2016, the Norwegian Directorate of Integration and Diversity (IMDi) carried out a study that analyzed the need for and use of interpreters in the asylum chain. Link to report with English summary and conclusions pages 8 - 9 <a href="https://www.tolkeportalen.no/Global/talking/Behovet%20for%20tolk%20i%20asylkjeden.pdf">https://www.tolkeportalen.no/Global/talking/Behovet%20for%20tolk%20i%20asylkjeden.pdf</a> This evaluation project looked at: · the number of hours of interpretation needed for processing an application for international protection: 41-70hrs.· which factors play a role in determining the need: length of stay in facility, PTS, level of education, CO, status of health· which issues appear to be important and / or have major impact: agency's commitment and continuity of work for interpreter</p> <p>4. 3. Other relevant research available in English:A qualitative study with perspectives from qualified interpreters 2014<a href="https://www.duo.uio.no/bitstream/handle/10852/40054/Thagichu-Mary--Master-Thesis.pdf?sequence=1">https://www.duo.uio.no/bitstream/handle/10852/40054/Thagichu-Mary--Master-Thesis.pdf?sequence=1</a> Exploring interpreting for young children 2013<a href="https://oda.hioa.no/en/exploring-interpreting-for-young-children/asset/dspace:5174/1021858.pdf">https://oda.hioa.no/en/exploring-interpreting-for-young-children/asset/dspace:5174/1021858.pdf</a> Interpreting at a distance 2016A comparative analysis of turn-taking in video remote interpreting and on-site interpreting <a href="https://www.tolkeportalen.no/Global/talking/HansenJInterpretingatadistance.pdf">https://www.tolkeportalen.no/Global/talking/HansenJInterpretingatadistance.pdf</a><a href="https://www.tandfonline.com/doi/abs/10.1080/0907676X.2018.1536725">https://www.tandfonline.com/doi/abs/10.1080/0907676X.2018.1536725</a> (must purchase access) Skaaden, Hanne (2017). Invisible or Invincible? Ethics, Role, and Professional Integrity in Public Service Interpreting. Voice, Translation and Ethics. Universitetet i Oslo. "Controversy over professional ethics typically arises when interpreting takes place in the public service or institutional discourse setting. Should interpreters simply relay and coordinate the interlocutors' utterances, or should they act as gatekeepers and advocates fulfilling a conciliatory function? Based on examples from practice, training, and research, this article examines the controversy in light of the interpreter' s professional status, as well as concepts such as the exercise of discretion and trust - notions that are central to research on professions and their development in general."</p> <p>no_response._be_emn_ahq_on_language_and_communication_policy_and_measures_in_reception_facilities_for_applicants_for_international_protection.docx</p>
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	Hei ko HE CH T	Yes	<p>1. There are no specially-formulated policies or guidelines for the principles relating to the communication of information. However, there is a statutory mandate or, for reasons of legal certainty a requirement, to inform applicants of their rights and obligations (sections 24, 31 and 34 of the Asylum Act [AsylG]) in a language that they understand. Please see attached document, in Germany the Federal Länder are responsible. You will find exemplary answers from 3 Federal Länder. federal_states.docx</p> <p>2. Information on financial and material benefits during the asylum procedure and on the associated rights and obligations of the reception facilities is provided by means of a nationwide information sheet that has been translated into more than 20 languages (section 47 subsection (4) of the Asylum Act). The Länder responsible for operating the reception facilities may provide for further offers and measures, including in cooperation with charities and other non-governmental stakeholders. In accordance with section 17 of the Asylum Act, interpreters including for example sign language interpreters are provided if required for the asylum procedure during the interview (both in face-to-face interviews as well as for video interpretation). This also applies to the application itself. The Asylum Act on the Internet: <a href="https://www.gesetze-im-internet.de/englisch_asylvfg/index.html">https://www.gesetze-im-internet.de/englisch_asylvfg/index.html</a> Information on the asylum procedure is also available on the Internet in various languages in the form of information sheets, a brochure and a film. The "Arrival" app is also available as an information service for asylum-seekers. Information on the asylum procedure is provided in asylum-seekers' main languages of origin. The BAMF's website: <a href="http://www.bamf.de/DE/Fluechtlingsschutz/InformationenFuerGefluechtete/informationen-fuer-gefuechtete-node.html">http://www.bamf.de/DE/Fluechtlingsschutz/InformationenFuerGefluechtete/informationen-fuer-gefuechtete-node.html</a> Initial orientation courses are offered at the AnKER facilities (Centre for Arrival, Decision and Return) of the Federation, in which asylum-seekers can obtain information about life in Germany and acquire their first knowledge of German. The courses comprise up to six modules (=300 lesson units); there is one excursion per module. You can find more information here: <a href="http://www.bamf.de/EN/Willkommen/Erstorientierung/Erstorientierungskurse/erstorientierungskurse.html?nn=9941946">http://www.bamf.de/EN/Willkommen/Erstorientierung/Erstorientierungskurse/erstorientierungskurse.html?nn=9941946</a> An orientation course in the language of origin, the Signpost Course (Wegweiserkurs), is also being tested at the Bavarian AnKER facilities. The course comprises 15 lesson units in which the participants are given a compact overview of life in an AnKER facility and/or in Germany. These courses are taught by cultural mediators, in other words by native speakers who are specially trained for their role. More information is available here: <a href="http://www.bamf.de/DE/Willkommen/Erstorientierung/Wegweiserkurse/wegweiserkurse.html?nn=9787606">http://www.bamf.de/DE/Willkommen/Erstorientierung/Wegweiserkurse/wegweiserkurse.html?nn=9787606</a> Please see also the statements of some Federal States in the document attached to question 1 .</p> <p>3. The orientation services provided by the AnKER facilities of the Federation and of Bavaria are currently being evaluated by an external consulting firm. Final results will be available at the end of 2019/beginning of 2020. But no other evaluation as yet.</p>
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			<p>4. We do not know of any research on language management in asylum procedures. The following publication on this topic might however be helpful: Mira Kadrić, Asylverfahren und Flüchtlingsrecht. Dolmetschen im Asylverfahren als Vermittlung zwischen Lebenswelten: Behördensicht und Dolmetschpraxis in: Janina Giesecking, Paul Tiedemann (ed.) Flüchtlingsrecht in Theorie und Praxis, pp. 57-735 Jahre Refugee Law Clinic an der Justus-Liebig-Universität Gießen 1st ed 2014, ISBN print: 978-3-8487-0972-4, ISBN online: 978-3-8452-5105-9, <a href="https://doi.org/10.5771/9783845251059-57">https://doi.org/10.5771/9783845251059-57</a> Reihe: Schriften zum Migrationsrecht, Vol. 13</p>
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