



AD HOC QUERY ON 2020.48 PART 2: Procedures for language identification by reception authorities

Requested by Martine HENDRICKX on 30 June 2020

Compilation produced on 30 September 2020

Responses from Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Estonia, Finland, France, Germany, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden plus Norway (24 in Total)

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1. Background information

Background:

There exists a great diversity of languages spoken, written, and understood among applicants for international protection in Europe. This ad-hoc query enquires into Member States' knowledge about this linguistic heterogeneity. More specifically, it asks for the identification procedures of applicants' languages by reception authorities. By procedure, we mean a set of official and standardized actions implemented to identify every applicants' languages.

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Because of the diversity of languages, it can be difficult to recognise someone's language. Nationality is sometimes used as a proxy for a person's mother tongue, but doubts have been raised about the reliability of this indicator because multiple languages are used in most countries. A significant share of applicants have limited literacy skills and cannot read or write in their mother tongue, or they are unaccustomed to the alphabet used in the host country. Again, assessing literacy skills is not a straightforward task and might require specific testing. Some applicants for international protection understand and speak other languages apart from their mother tongue, especially international/European contact languages (such as English) or languages of neighbouring countries. It is unclear to what extent Member States register an applicant's broad linguistic abilities.

Knowing which language(s) an applicant for international protection is able to understand, either in writing or in speech, is crucial for reception authorities. For instance, article 5 of the European Reception Directive (2013/33/EU) requires Member States to provide information to applicants "in a language that the applicant understands or is reasonably supposed to understand. Where appropriate, this information may also be supplied orally." Knowing which languages a resident masters, as well as the proficiency in them, can be considered as a prerequisite to adapt information about reception conditions to an applicants' situation. Likewise, identifying the degree of literacy among residents is a crucial factor to determine which information to provide orally or in writing.

NOTE: This AHQ is part of a two part query.

Depending on the situation in your Member State you will have to respond to this AHQ Part 1 on identification by asylum authorities on questions 1 to 6 OR to questions 1, 7 and 8 AND to the AHQ Part 2 on identification by the reception authorities to questions 1 to 6 OR to questions 1, 7 and 8

2. Questions

1. Do the reception authorities in your Member State have a procedure in place to identify each applicants for international protection's language(s) ?

If you answer YES to question 1, please answer questions 2 to 6. If you answer NO to question 1, please answer questions 7 and 8.

Available choices: Yes, No

2. Who is responsible for the language identification procedure ?

3. At what moment and where does language identification take place ?

4. What does the procedure for language identification consist of (including what kind of information about an applicant's language(s) is identified)?

5. How is the information about language(s) registered and who has access to this information ?

6. What are the challenges in identifying applicants' languages ?

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7. In the absence of language identification procedures, how do the reception authorities in your Member State determine in which language(s) to communicate with applicants ?

8. In the absence of language identification procedures, what are the challenges in communicating with applicants?

We would very much appreciate your responses by **30 July 2020**.

3. Responses

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		Wider Dissemination ²	
	EMN NCP Austria	Yes	1. Yes 2. The first language identification procedure takes place at the asylum authority (Federal Office for Immigration and Asylum). After being admitted to a federal care facility, social workers on-site are responsible for the language identification procedure there.

¹ 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.

² 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>---</p> <p>Source: Ministry of the Interior</p> <p>3. The language identification at federal care facilities takes place at the initial interview, where the language skills of applicants for international protection are assessed.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>4. The procedure for language identification is part of the initial interview at a federal care facility. Applicants for international protection are asked about their mother tongue and other spoken languages.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>5. The information about language(s) is noted at the admission form. Staff at the respective federal care facility has access to this information.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>6. The challenges in identifying applicants' languages are e.g. illiteracy of applicants for international protection, different dialects, etc.</p> <p>---</p> <p>Source: Ministry of the Interior</p> <p>7. Obsolete, see question 1</p> <p>---</p>
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			<p>Source: Ministry of the Interior</p> <p>8. Obsolete, see question 1</p> <p>---</p> <p>Source: Ministry of the Interior</p>
	<p>EMN NCP Belgium</p>	<p>Yes</p>	<p>1. No</p> <p>2. /</p> <p>3. /</p> <p>4. /</p> <p>5. /</p> <p>6. /</p> <p>7.</p> <p>Fedasil, the Belgian Reception Agency, has the ambition to ask all residents which languages they speak and has included this ambition in its internal quality guidelines (July 2018). To date, the reception authority has been unable to put this ambition into practice. In the absence of a language identification procedure for all residents, Fedasil uses four different strategies:</p> <p>a) Firstly, Fedasil draws on information obtained from the Immigration Office, which has a language identification procedure in place which aims at identifying the language in which an applicant wants to conduct the asylum hearing. The Immigration Office identifies the language for the asylum hearing in the Arrival Centre and shares this information with Fedasil. In the Arrival</p>

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			<p>Centre, where applicants make and register their application for international protection, the language information is shared by means of a personal registration file (a hard copy). Once an applicant has lodged the application for international protection, the asylum language will also be registered on the document the applicant receives as proof of the registration of the asylum application (annex 26 for a first application for international protection or annex 26quinquies for a subsequent application). The applicant will have to show this document with the staff of Fedasil.</p> <p>b) Secondly, instead of having a procedure which identifies each applicants language(s), Fedasil has set-up a procedure for identifying the languages of a subset of applicants who are deemed vulnerable. This takes place whilst applicants reside in the Arrival Centre. After making and registering an application for international protection at the Arrival Centre, Fedasil provides temporary accommodation whilst applicants await being dispatched to reception centres. During this period, which last five days in principle, a vulnerability and skills screening takes place amongst a selection of residents who are considered to have a high risk of vulnerability. During a social intake with an individual case worker, generally around day two or three after arrival in the Arrival Centre, a number of questions related to language are asked. Social workers working for Fedasil execute the screening and can make use of on-site interpreters provided by Social Interpreting Agencies. These are civil society organisations who specifically provide interpreters in the context of social assistance. Depending on the composition of the asylum population, they provide interpreters in what are considered to be the most common spoken languages. Currently, these are Arabic, Spanish, Tigrinya, Pashtu, Dari and Russian. If a resident speaks a different mother tongue, the intake can be postponed in order to find a suitable translator. During Fedasil's vulnerability and skills screening, questions are asked about the mother tongue(s), other spoken languages, the ability to read and write in the language in which one was educated, the ability to understand/speak and read/write in a Belgian national language (French, Dutch, German) and English, and the knowledge of the Latin alphabet. Language information obtained through the vulnerability and skills screening is registered using a screening tool which will be handed over to the applicant when s/he leaves the Arrival Centre. On arrival in a reception centre, residents are currently supposed to hand over the information themselves. In the future, the transfer of information is intended to be automatic through the resident database Match-it used by Fedasil. For</p>
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			<p>people who have not gone through a vulnerability and skills screening, reception facilities do not systematically obtain language information. Exceptionally, staff from the Arrival Centre can contact the reception centre to inform staff about an applicant's linguistic knowledge, for instance when the person speaks a rare language.</p> <p>c) Thirdly, Fedasil uses national origins as a proxy to determine in which languages to communicate with residents. Fedasil provides information in languages selected on the basis of the most common nationalities in reception accommodation.</p> <p>d) Fourthly, during applicants' stay in the reception accommodation, individual case workers will often identify on an ad-hoc basis which languages a resident masters. In theory, according to the quality guidelines of Fedasil, a social worker is required to ask which languages a person understands during a social intake. Therefore, on an individual level, social assistants often have (partial) knowledge of the linguistic capacities of a resident, including mother tongue, European contact languages (such as English or French), and level of literacy. There is however no standardised identification procedure to attest which language(s) a resident masters, nor to evaluate the level of proficiency. The information is obtained ad-hoc and is also not systematically shared. At best, this information is registered in an individual social file, which is only accessible for social workers and not for other staff members in the reception facility.</p> <p>8.</p> <p>a) A first challenge is related to relying on language identification procedures by the Immigration Office. The language information obtained is only partial. For instance, it does not say whether the applicant is able to read or write, nor does it contain information about the range of languages a resident speaks. The language for conducting the asylum interview might not necessarily be a suitable language to communicate with residents on a daily basis.</p> <p>b) A second challenge concerns the fact that Fedasil only systematically enquires about language knowledge for a subset of applicants who are deemed at risk (for instance victims of human trafficking, people with medical needs). This might lead reception staff to overlook linguistic capacities (for instance illiteracy) in the case of people who are not deemed vulnerable at first instance. Yet, this risks neglecting that language knowledge may also be a factor contributing to</p>
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			<p>vulnerability. For instance, illiterate applicants might have difficulties to ask for help in case of need. Another challenge concerning the vulnerability and skills screening by Fedasil is the reliance on self-reporting of linguistic knowledge. For instance, applicants are asked whether they are able to read or write in their mother tongue, yet, to date, no actual testing is applied to ascertain the level of proficiency. In this regard, Fedasil commissioned a study in 2019 on the development of a language test to assess the level of illiteracy of residents. A survey among 351 residents using a quick scan on illiteracy revealed that at least 11% of the residents is fully illiterate. In 2020 Fedasil aims to structurally embed literacy screening in its reception network. A related challenge concerns the level of proficiency in other languages. The self-reporting of residents' language proficiency in English for instance might not reflect their actual knowledge.</p> <p>c) A third challenge is related to drawing upon nationality as a proxy for determining the languages of communication. On an individual level, nationality is a poor predictor because in many countries multiple languages as well as many dialects are spoken and used. Therefore the reception authorities do not have an actual number of the frequency with which specific languages are spoken and understood by residents. On a group level, drawing on the most common nationalities, you have the issue of excluding lesser spoken languages, which are often the languages for which it is most difficult to find interpreters.</p> <p>Some examples resulting from drawing upon nationality on the provision of information are: for instance, on entry in the Arrival Centre, applicants receive a leaflet in one of 14 languages (Albanian, German, English, Arabic, Spanish, Dari, French, Pashtu, Dutch, Portuguese, Russian, Somali, Turkish, Tigrinya). Staff make an 'estimated guess' (for instance on the basis of a clustering into language groups by the Immigration Office and on the basis of country of origin) about who speaks which language, to distribute the leaflets. Also a multilingual website 'www.fedasilinfo.be', which has an in-built read-speaker to facilitate access for residents with little literacy skills, provides general information on reception, on the asylum process and on life in Belgium. The website is available in twelve languages (English, French, Arabic, Spanish, Dutch, Pashtu, Tigrinya, Russian, Somali, Turkish, Dari, Albanese). Audio-support is provided only in eight languages (not in Albanian, Tigrinya, Somali, Pashtu). Fedasil also provides its house rules in fourteen languages (English, French, Arabic, Spanish, Dutch, German, Pashtu, Tigrinya, Russian,</p>
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			<p>Somali, Dari, Albanese, Peul, Lingala).</p> <p>d) A fourth challenge is related to the ad-hoc identification of language(s) by social assistants. While many individual case workers manage to obtain information about applicants' languages, they have not been specifically trained for this purpose. So they may lack the skills and expertise to identify languages and asses language proficiency. As a result, this might cause important linguistic needs (such as illiteracy) to remain unnoticed. It also leads to heterogeneous service provision. The absence of a general registration system for applicants' languages is also inefficient because it requires every member of reception staff to repeat ad-hoc language enquiries.</p>
	<p>EMN NCP Bulgaria</p>	<p>Yes</p>	<p>1. No</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7.</p> <p>The application for international protection may be submitted in a language that the foreigner understands. The State Agency for Refugees (the reception authority, the Registration and Reception Centres are territorial units of the State Agency for Refugees) organizes the selection and registration of translators, as well as their training on the specific requirements for translation. The interview is conducted in a language requested</p>

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			<p>by the foreigner. When this is not possible, the interview is conducted in a language he understands. The director of the territorial division or an employee appointed by him is responsible to ensure the presence of an interpreter at each stage of the proceedings under the Law on Asylum and Refugees, when the foreigner does not speak Bulgarian.</p> <p>8. The State Agency for Refugees has translators from the languages of the main countries of origin of asylum seekers (Arabic, Kurdish, English, Dari / Farsi, Pashto). For some rare languages (eg from / to Tamil, Bengali) it is difficult to provide an interpreter. The European Asylum Support Office has provided translators for translation from these languages.</p>
	<p>EMN NCP Croatia</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. Illegal migration police officers and reception officials are responsible for the preliminary language identification procedures. Police officers are the first to be in contact with applicants. Police officers also use information leaflet (if TCN do not understand English) translated into more than 10 languages (see attachment)</p> <p>Afterwards reception officers have first contact with applicants when it comes to reception and accommodation as well as the first step of the legal procedure of granting international protection. international_protection_information.pdf</p> <p>3. Identification takes place at the moment of expression of intention as well as in the reception centres during the reception and accommodation activities. This is important because with proper language identification a lot of problem are being avoided (e.g. accommodation arrangements, confusions with interpreter's arrangements, etc....)</p>

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			<p>4. The procedure starts during the first contact that police has with the illegal migrant. To be able to determine basic information police officer has to determine the language that applicant speaks to be able to register the intention for international protection. Sometimes officer can communicate with an applicant in English or in a language that applicant understands quite well. Although that is sometimes enough for the infos needed to register the intention for international protection, often this isn't sufficient for the lodge of application. That's why is of great importance to have well trained reception staff capable to determine applicant's mother language or a language that he understands enough to be able to communicate during the lodge of application. Officials are well trained and have high level of knowledge of applicant's countries of origin to be able to determine applicant's language. Also in the reception centres NGOs have employed interpreters for most common languages (Arabic and Farsi) that can help to determine the applicant's language if it's necessary. Ministry also has its own list of interpreters that are present during formal part of the procedure, but aren't employees of the Ministry and aren't present in the centres the whole day. But they are always available to officials if there is any need or unexpected situation. In general language identification procedure is going quite smooth and isn't a problematic issue.</p> <p>5. The information is registered in Ministry's registers so police officers and officials have access to it,. Also when it comes to reception centres NGOs, that are there as a support for reception, accommodation and psychosocial activities, as well as medical service, are also familiar with this information in order to be able to communicate with applicants regarding everyday activities and services. Also during the procedure legal aid providers and judges have also access to this information. Also other state bodies (e.g. Ministry of Health, Ministry of Education ...) can have access to this information if it's necessary and in accordance with regulations.</p> <p>6. We don't have so many challenges in identifying applicant's languages as we have in finding interpreters for certain languages as eg. Kurdish, Pashto or Tamili.</p> <p>7. n/a</p>
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			8. n/a
	EMN NCP Cyprus	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p> <p>7. The interview takes place in the language of the applicant's country of origin or in a language that reasonably is expected that (s)he understands.</p> <p>8. In this case the interview is postponed until further notice</p>
	EMN NCP Czech Republic	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p>

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			<p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p> <p>7. The reception authority identifies the applicant's language through the interview with the applicant. In some cases, the Foreign Police provides the authority with information in which language to communicate with the applicant.</p> <p>8. Misunderstanding during the interview.</p>
	EMN NCP Estonia	Yes	<p>1. No</p> <p>2. The applicants language identification procedure is carried out by the Police and Border Guard Board.</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p> <p>7. The Police and Border Guard Board will forward the relevant information to the accommodation center or, if the person is detained, to the detention center.</p>

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			<p>8. Our experiences with rare languages is very limited.</p>
	<p>EMN NCP Finland</p>	<p>Yes</p>	<p>1. No</p> <p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7. There is no separate procedure for language identification. Upon lodging the asylum application, the police notes down the applicant's mother tongue. If the applicant has stated more than one language, one language will be marked as mother tongue and others as languages that the applicant understands. This information will be further supplemented during the asylum interview, if required. The reception center does a skills assessment with the applicant and in this context the applicant's language skills are also assessed. If the applicant gives out different information about his/her mother tongue than upon lodging the asylum application, the information can still be amended.</p> <p>Reception centers therefore have no distinct procedure to determine applicant's mother tongue. The applicants are asked personally which the languages they speak. Occasionally applicants may state the wrong language, which then creates issues with booking the right interpreter. In these situations the applicant is asked again and the language is changed. According to the Act on the</p>

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			<p>Reception of Persons Applying for International Protection and on the Identification of and Assistance to Victims of Trafficking in Human Beings an applicant has the right to receive information on services available to him/her in a language that he/she is presumed to understand. Hence, identifying the applicant's mother tongue is not a central function of reception services.</p> <p>8. See nr.7 above.</p>
	<p>EMN NCP France</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. The reception authorities (prefecture or French Office for Immigration and Integration – Ofii) are responsible for helping the applicant in their choice of language. They explain to them that the length and nature of the interview at the French Office for the Protection of Refugees and Stateless Persons (OFPRA) requires more than a superficial knowledge of the language. They advise the applicant to always give preference to their mother tongue if it is available.</p> <p>3. Although foreign nationals may indicate the language they wish to speak when making their application upon arrival at a first reception facility (SPADA), the choice of language to be used by the reception authorities (Ofii and prefecture) and by the asylum authorities (OFPRA) takes place at the premises of the prefectures or the Ofii when registering the asylum application at the one-stop asylum seeker welcome service.</p> <p>4. Pursuant to Article L741-2-1 of the Code on Entry and Residence of Foreign Nationals and</p>

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			<p>Rights of Asylum (CESEDA), when registering the asylum application with the reception authorities (OFII and prefecture), the applicant must choose the language in which they wish to be heard by the OFPRA. They will be given a notice informing them of the languages available for hearing at the OFPRA, i.e. more than 115 languages. They may not subsequently change their choice; this language will be used throughout the procedure for examining the asylum application.</p> <p>If they do not make a choice from among the languages mentioned in the information notice, they will be heard in a language of which they have sufficient knowledge. They will be able to contest the choice of language used during their asylum procedure as part of the appeal that may be lodged with the National Court for Right of Asylum (CNDA) against the OFPRA decision ruling on their asylum application.</p> <p>5. The choice of language is first recorded on the information notice, which is dated and signed by the administrative authority and the applicant. A copy is given to the applicant. The language is filled in by the officers in the asylum information centre under the heading "language of the OFPRA hearing".</p> <p>6. Some applicants believe that speaking in French rather than in a language they are more proficient in is an advantage for the outcome of their application. On the contrary, it is detrimental if the claimant has only a superficial knowledge of the language that will be used during the proceedings.</p> <p>It may happen that the applicant does not make a choice from among the available languages, either because the language he wishes to speak is not included or because of negligence. In such cases, the officer must determine the language of which the applicant is believed to have sufficient knowledge. The official language most commonly used in the</p>
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			<p>country of origin should be chosen by referring to the vade-mecum "Reliable linguistic data in the Asylum Information System" on the intranet of the General Directorate for Foreign Nationals in France (Direction Générale des Etrangers en France).</p> <p>7.</p> <p>8.</p>
	<p>EMN NCP Germany</p>	<p>Yes</p>	<p>1. Yes</p> <p>2. All asylum-seekers arriving in Germany must report to a state organization directly on arrival or immediately thereafter. The authority then sends asylum-seekers on to the closest initial reception centre, which is in responsibility of the federal states.</p> <p>3. Language identification takes place during the first registration of asylum seekers in the reception centres. This is where asylum seekers' personal data are captured electronically, such as name, date of birth, country of origin, fingerprints, picture etc. During the registration, the applicants also state the language/s they speak.</p> <p>4. Reception centres generally have language professionals, interpreters or employees available, who speak the most common or needed languages for the registration process.</p> <p>Throughout Germany, reception centres are organized in different ways. Bigger facilities have a pool of language professionals available, which are booked as required. Usually, reception centres book language professionals who do not necessarily have a degree in interpreting, but are trained specifically for the field of interpreting in reception centres, i.e. they are mother tongue speakers in the required language.</p>

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			<p>Smaller facilities work with own employees and employees from welfare associations, who assist in reception facilities, e.g. as security guards or similar. These employees usually cover the most common languages needed to register asylum seekers, such as Arabic, Persian, Kurdish or Turkish. If there are problems communicating or registering asylum seekers, reception centres have the possibility to book special language professionals or interpreters for certain languages.</p> <p>Asylum seekers are asked about their main language, and if they speak any other languages. In total, two languages can be saved in the electronic case file, whereas it is compulsory to enter one language (the first language or mother tongue).The second language (other spoken language) is optional.</p> <p>5. The language information is captured in an electronic case file. The information is passed on electronically to the Federal Office and also stored in data systems of the respective federal state, which registers the asylum seeker.</p> <p>Furthermore, the information is transmitted to the Central Register of Foreign Nationals (German: Ausländerzentralregister), a German database containing personal information about approximately 20 million foreign nationals. All registration and immigration authorities in Germany, as well as the state and federal police have access to the Central Register.</p> <p>6. In some cases, reception centres might have difficulties to understand or communicate with asylum seekers coming from unusual countries or areas, for which there are no language professionals present. As mentioned above, in these cases, reception centres can book interpreters for certain languages.</p> <p>7. n/a</p> <p>8. n/a</p>
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	EMN NCP Hungary	Yes	<ol style="list-style-type: none"> 1. No 2. See reply to Part 1 3. See reply to Part 1 4. See reply to Part 1 5. See reply to Part 1 6. See reply to Part 1 7. See reply to Part 1 8. See reply to Part 1
	EMN NCP Italy	Yes	<ol style="list-style-type: none"> 1. No 2. 3. 4. 5. 6. 7.

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			<p>In Italy there is no a standardized procedure to identify applicants' language. However, the competent authority (the Police) supported by non-governmental organizations, proceeds to identification with the help of translators since the landing.</p> <p>If the identification is not possible since the landing, it shall be carried out in the first reception centers (Hotspots), with the collaboration of translators and UNHCR.</p> <p>Reception facilities are supported by a professional staff of translators and cultural mediators.</p> <p>If the person expresses the wish to apply for international protection, a specific form must be filled.</p> <p>The applicant is asked to provide information on the spoken languages, the nationality and the ethnic groups.</p> <p>During the filling of the form, the applicant is assisted by a cultural mediator and/or a translator.</p> <p>All communications concerning the procedure for granting international protection shall be made to the applicant in the first language indicated by the applicant, or, if this is not possible, in English, French, Spanish or Arabic, according to the preference indicated by the person concerned. At all stages of the procedure connected with the lodging and examination of the application, the applicant shall be guaranteed, if necessary, the assistance of an interpreter of his language or of another language he understands. Where necessary, the documentation produced by the applicant shall be translated at every stage of the procedure.</p> <p>A Practical Guide for applicants for international protection in Italy is available in 12 languages: Italian, English, French, Spanish, Arabic, Persian, Amharic, Bengali, Kurdish, Somali, Tigrinya and Urdu.</p> <p>8.</p> <p>The variety of languages used. The National Commission for Asylum published a Practical Guide for applicants for international protection in the languages most used by migrants arriving in Italy. The Guide is available in 12 languages: Italian, English, French, Spanish, Arabic, Persian, Amharic, Bengali, Kurdish, Somali, Tigrinya and Urdu.</p>
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	<p>EMN NCP Latvia</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p> <p>7. The official of the State Border Guard has the right to assign the expertise of the person's language . Analysis of the language is carried out by translation companies providing such services.</p> <p>8. The main challenges are lack of interpreters of rare languages. In some cases State Border Guard was trying to find interpreters in neighbour countries, for instance Lithuania.</p>
	<p>EMN NCP Lithuania</p>	<p>Yes</p>	<p>1. No</p> <p>2. n/a</p> <p>3. n/a</p>

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			<p>4. n/a</p> <p>5. n/a</p> <p>6. n/a</p> <p>7. An interpreter of the language that the applicant indicates as mother tongue or understands well is invited.</p> <p>8. In most cases, asylum seekers are identified only after an asylum application has been lodged, persons are in possession of travel documents, identity documents or other documents that allow the identification of the language interpreter required, or from which country the asylum seeker comes. At present, the vast majority of asylum seekers speak Russian and the officials who receive asylum applications are able to communicate in that language, so there are no difficulties in identifying the need for a language (even if the main language of the asylum seeker is not Russian). The same applies to English language. It should be noted, that in some cases online translator is used in identifying the applicants country of origin and spoken language.</p>
	<p>EMN NCP Luxembourg</p>	<p>Yes</p>	<p>1. No</p> <p>2. N/A.</p> <p>3. N/A.</p> <p>4. N/A.</p> <p>5. N/A.</p>

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			<p>6. N/A.</p> <p>7. In the absence of a comprehensive language identification procedure, the National Reception Office (ONA) mostly relies on information gathered by the Directorate of Immigration. Upon arrival at a primary reception structure of the ONA in Luxembourg, each applicant for international protection (AIP) first meets with a social worker from the Red Cross that manages the reception structure. During this meeting, the name of the AIP as well his nationality and main language spoken are registered with the help of an interpreter (if necessary) and this data is then forwarded on a daily basis to the Directorate of Immigration. The following day an appointment is arranged at the Directorate of Immigration for the AIP to formally submit his application for international protection. During that meeting, an interpreter will be present based on the language information that was initially declared by the social worker from the Red Cross. The meeting will be used to further identify if the AIP can understand and communicate in the language that he declared upon his arrival although no further procedure is in place to determine the AIPs broad linguistic abilities. The ONA will thereafter use the updated language information of the AIP that is stored in the database of the Directorate of Immigration and will use an interpreter whenever necessary to communicate with the AIP during its meetings.</p> <p>8.</p> <ol style="list-style-type: none"> 1. Reception authorities are often confronted with illiterate AIPs or AIPs who are not familiar with the Latin alphabet; 2. There is a lack of availability of interpreters in some languages (Tigrinya, Kurdish,...) in Luxembourg. 3. Not all personnel in charge of communication with the AIPs (social worker from NGOs, ONA or the Directorate of Immigration) have the necessary skills and
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			<p>expertise to identify the language proficiency of AIPs. This may lead to some information being lost or misunderstood by both parties (AIPs and social workers/others).</p>
	<p>EMN NCP Malta</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. No 2. 3. 4. 5. 6. 7. Official language identification is not done by Reception Authorities but by Immigration police which then pass on the information to reception authorities within 2 hours. Moreover throughout the process a number of mediators and interpreters are used to communicate with the clients 8. The most significant barrier is the fact that there are a number of unknown languages to us and thus no interpreter can be found or there is a limited amount of interpreters. To this effect we use local refugee communities to help us in this matter

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	<p>EMN NCP Netherlands</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. No 2. Not Applicable 3. Not Applicable 4. Not Applicable 5. Not Applicable 6. Not Applicable <p>7. There are no extensive procedures in The Netherlands to identify the language in which the communication must take place. When the applicant comes in contact with the Aliens Police Department, Identification and Human Trafficking (AVIM) unit, this unit will determine the language of an applicant first and they will communicate this information to the relevant authorities. The information provided by the AVIM will be administered in the registration system of the central reception agency (COA) which will use this information for its communication with the resident.</p> <p>8. If the language is changed during the interview phase by the Immigration and Naturalization Service (see question 8 AHQ 2020.47), the IND will provide the updated registered language to the central reception agency. The central reception agency will then change the language registered in their own registration systems.</p>
	<p>EMN NCP Poland</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. No <p>Border Guard: No, the BG authorities in the Republic of Poland does not have any procedure in place to identify each applicants for the international protection's language(s) Office for Foreigners: No</p>

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			<ol style="list-style-type: none">2.3.4.5.6.7. Border Guard: The foreigner declares in which language he/she will communicate for asylum proceedings. Office for Foreigners: Linguistic/language identification of the beneficiary of social assistance from the Office for Foreigners usually takes place during:<ol style="list-style-type: none">1. first contact of the foreigner with an employee of the Department of Social Assistance of the Office upon admitting the foreigner to the center;2. analysis of the documentation obtained from the Border Guard and information entered into the IT System "POBYT" in the column "knowledge of languages" when the foreigner is admitted to the center (the information is entered by the authority through which the application for international protection is received from the foreigner on the territory of the Republic of Poland, i.e. the Border Guard authority);3. submitting complaints and motions by beneficiaries of social assistance in matters relating to this assistance - pursuant to Art. 82a point 7 of the Act of 13 June 2003 on granting protection to foreigners within the territory of the Republic of Poland, a foreigner admitted to the center has the right to submit complaints and applications regarding the functioning of the center, as well as its conditions, to the Head of the Office, in the native language8.
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			<p>Border Guard: No identified any special challenges so far.</p> <p>Office for Foreigners: The community of people applying for international protection in the territory of the Republic of Poland is quite homogeneous. It should be emphasized that the vast majority of applicants for international protection within the territory of the Republic of Poland are Russian-speaking persons who can speak and write Russian. These people mostly speak Russian, Ukrainian, English, Spanish and French. Employees of the Office for Foreigners, in particular employees of the Department of Social Assistance and the Department of Refugee Proceedings, are recruited selectively in terms of their knowledge of foreign languages.</p> <p>In the context of providing social assistance to foreigners, challenges may arise in the situation of communication with foreigners using rare languages due to the necessity to:</p> <ol style="list-style-type: none"> 1) provide remote (telephone) translations of rare languages, 2) receive verbal requests from illiterate foreigners using rare languages, which they then have to sign after reading out.
	<p>EMN NCP Portugal</p>	<p>Yes</p>	<ol style="list-style-type: none"> 1. No 2. NA 3. NA 4. NA 5. NA 6. NA 7.

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			<p>Just questioning the applicant about the communication language.</p> <p>8. In general, terms there are no problems; however, it considering some more specific dialects it may be difficult to find a suitable translator.</p>
	EMN NCP Slovakia	Yes	<p>1. No No, currently there is no such formal procedure in Slovakia. However, in accordance with the Asylum Procedures Directive, which was transposed into the Slovak Asylum Act, if an applicant does not understand Slovak language, the authorities are obliged to use the services of an interpreter. Such obligation applies from the very beginning of the asylum procedure and throughout the different stages. It is duly applied by the Office of the Border and Alien Police, responsible for the lodging of applications, the Migration Office, responsible for examining applications and making decisions, or Slovak judicial authorities in case of appeals before the courts.</p> <p>2. Each authority is responsible for ensuring that the communication with the applicant takes place in the language he or she understands and in which he or she is able to communicate clearly. This applies at every single stage of the asylum procedure.</p> <p>3. From the very beginning of the asylum procedure – in order for the applicants to lodge their application, the Office of the Border and Alien Police (responsible for the lodging of applications) together with the applicant identify a language that he or she understands. A suitable interpret is called in and the Office confirms whether the applicant and interpreter understand each other and can therefore proceed with the lodging of the application. Based on the language identified in the applicant's file, all the other authorities use the services of suitable interpreters. Nevertheless, at the beginning of every procedure, the authorities would always get a</p>

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			<p>confirmation from the applicant and the interpreter that they understand each other.</p> <p>4. As mentioned, in Slovakia there is no formal procedure as such, but through active communication with the applicant and based on information about their country of origin, a language that the applicant understands can be identified. Once an interpreter is called in, the responsible authority would always get a confirmation from the applicant and the interpreter that they understand each other. In general, just the applicant's language is identified, but in case he or she encounters difficulties with understanding the interpreter or understand only certain dialect, this information will also be noted in the file.</p> <p>5. The information is marked in the applicant's physical file, which is managed by the responsible Case Officer. Access to the file can be granted to the applicant's legal representative and in case of unaccompanied minors to their guardian. However, the information on the language of the applicant can be shared among relevant actors as necessary.</p> <p>6. One of the main challenges arises in case of rare languages and/or special dialects when there is generally a lack of available interpreters on the territory of Slovakia. In such cases the procedure is interrupted and can only resume once a suitable interpreter is identified. If necessary, double interpretation could also be an option.</p> <p>7. As mentioned, through active communication with the applicant and based on information about his or her country of origin, a language that the applicant understands will be identified. The responsible asylum authority would also always get a confirmation from the applicant and the interpreter that they understand each other before starting any procedure. Such understanding would also be checked at the end of the interview when the interpreter orally translates the written record of the interview to the applicant.</p> <p>8. See above.</p>
	EMN NCP	Yes	1. No

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	Slovenia		<p>2.</p> <p>3.</p> <p>4.</p> <p>5.</p> <p>6.</p> <p>7. Based on applicant's announcement, official communication is done by using an interpreter.</p> <p>8. N/a.</p>
	EMN NCP Spain	Yes	<p>1. No</p> <p>2. N/A</p> <p>3. N/A</p> <p>4. N/A</p> <p>5. N/A</p> <p>6. N/A</p> <p>7.</p>

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			<p>Once the applicant has been identified, or they state a language they understand or speak, reception authorities look for a suitable translator from an authorised service provider.</p> <p>8. Sometimes finding an interpreter of the applicant's language can be challenging, but taking into account that applicants usually come from the same countries every year, it does not entail major problems.</p>
	EMN NCP Sweden	Yes	<p>1. Yes</p> <p>2. Swedish Migration Agency - which is responsible for both asylum applications and reception.</p> <p>3. When the applicant applies for asylum.</p> <p>4. This is done during the asylum application and used also for reception (which is within the same authority).</p> <p>5. In the personal file of the applicant and available for everyone in contact with the applicant.</p> <p>6. No information available</p> <p>7. Na</p> <p>8. Na</p>
	EMN NCP Norway	Yes	<p>1. Yes The applicant has a duty to provide information to confirm his/her identity, and will be asked to</p>

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			<p>provide information about spoken and written languages in that connection.</p> <p>2. The Norwegian National Police Immigration Service registers information about language(s) during the registration of the applicant. In cases where the Norwegian Directorate of Immigration conducts asylum interviews, they will also ask the applicant questions of spoken language(s), in order to confirm that the information is correctly understood</p> <p>3. As soon as the applicant arrives at the National Police Immigration Service to register as an asylum seeker, the applicant will be asked about his/her mother tongue, as well as other spoken/written languages. This is done carefully, to ensure that we are able to provide a suitable interpreter. During the registration interview, the applicant will again be asked to provide information about spoken/written languages, this time with an interpreter present. Norwegian Directorate of Immigration conducts the asylum interview, and with an interpreter present, will ask the applicant again what language he/she speaks and prefers. This is to ensure the rights of the applicant to be understood correctly.</p> <p>4. The applicant is asked about his/her mother tongue upon first registration, as well as other spoken/written languages. The applicant will also fill out forms with questions about mother tongue and any other language(s). If the applicant is illiterate, an interpreter will be called in to help provide information for the forms. The forms have been translated into the most commonly used languages in Norway. If we don't have a form in an applicant's language, we will use an interpreter.</p> <p>During the registration interview carried out within the following days, the applicant will again be asked what language(s) they master, this time with an interpreter present. We try to obtain an interpreter that can speak in the applicant's mother tongue, this is to ensure that we can communicate with the applicant and that he/she is understood correctly, also it make the interview and translation process more time-efficient. In cases where there is doubt about identity, the National Police Immigration Service conducts a language test(s). The applicant will be informed, a tape will be recorded of the applicant speaking about general subjects in their mother tongue, and the test will be analyzed by an external firm. This is a test where we will</p>
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			<p>have reports that can confirm or doubt the origin of the dialect spoken. If the test is doubtful of the origin, the test will not provide us with answers of where the dialect spoken originates.</p> <p>5. The information is written into the interview, the language is also registered electronically in the person's electronic casefile, and the forms filled out by the applicant is scanned into the casefile. We are working on developing an electronic survey that the applicant can fill out upon first arrival. The electronic survey consists of information of the applicant's rights, and various forms to fill out about the applicant's identity. The survey will include questions of spoken/written language(s). The survey will be translated into the most commonly used languages in Norway, and it will also be possible to have the information spoken by the machine to the applicant in order for the illiterate to be able to use the electronic survey. The information provided by the applicant will be saved in the casefile. The database is managed by the Norwegian Directorate of Immigration, but the National Police Immigration Service has access to register and can read this information.</p> <p>6. A common challenge in identifying applicant's languages is the language barrier. We often speak in English upon the first arrival. If the applicant doesn't understand the questions about their own language correctly, they can provide us with a more common language they know well, instead of their mother tongue in order to initiate this dialogue and registration as best possible. But when we start the registration interview the following day with an interpreter present, we often find that the applicant has a different mother tongue than we initially understood. Another challenge is if the applicant is illiterate, and speaks a language we are unable to obtain an interpreter for immediately. We just do the best we can as quickly as possible to find an interpreter, in order to carry out the formal procedures. A third challenge is if the applicant doesn't provide accurate information. The National Police Immigration Service will investigate in order to figure out the correct identity of the applicant.</p>
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			<p>In cases where we language test applicants, the tests are only analyze in regards to the origins/dialects that we provide. If the analysis dismisses the stated origin of the dialect, it is very time consuming and costly to send the test back for analyzing in regards to other origins - a sort of trial and error approach which is not ideal.</p> <p>7. N/A</p> <p>8. N/A</p>
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