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Working with an interpreter

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Key information

This new pact-aligned version is available for translation.



Target group

Asylum & reception officers working with interpreters



EQF/MQF level

Level 5



Version

Version 2 (2026)



Entry requirements

Full qualification at EQF Level 4 or equivalent AND proficiency in English



Prerequisites

Successfully passed Introduction to communication for asylum and reception practitioners & Introduction to ethical and professional standards OR at least 3 months of work experience in asylum and/or reception



Assessment

1 scenario with 2 open ended questions for each scenario



Languages

English, Spanish, Bulgarian, Slovak & Polish

Learning outcomes & description

DESCRIPTION

The aim of this module is to provide asylum and reception officers with the necessary knowledge and skills to communicate effectively through an interpreter. It also aims to offer tips and follow-up actions to address potential breaches of conduct by the interpreter.

This module focuses on the criteria for selecting an interpreter, the skills needed to communicate through an interpreter and how to handle challenging situations when communicating through an interpreter. It also addresses the interpreter's code of conduct and gives tips on how to address possible breaches of conduct by the interpreter.

LEARNING OUTCOMES

At the end of this module, the learner will be able to:

Knowledge

1. Identify actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts
2. Identify potential follow-up actions in cases of potential breaches of conduct by the interpreter.

Skills

3. Apply actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts
4. Apply potential follow-up actions in cases of potential breaches of conduct by the interpreter

Competences

5. Carry out tasks related to identifying actions and basic communication skills to enable effective communication through an interpreter in the asylum related contexts
6. Carry out tasks related to identifying potential follow-up actions in cases of potential breaches of conduct by the interpreter

DELIVERY METHOD

The module is delivered online, enabling self-paced learning.

ASSESSMENT STRATEGY

The assessment strategy is based on one assignment, consisting of one scenario divided into two parts. The first part is about the skills needed to communicate through an interpreter, while the second part focuses on possible follow-up measures relating to potential breaches of conduct by the interpreter.

Accredited module details

Accredited module

Duration 6 hours online learning

Number of ECTS 1

Language English

Assessment 1 hour

Training plan 2026

| Training plan | Target group | Loc. | Est. time for online studies | Reg. deadline | Online | Webinar / Face to face | Assessment |
|----------------------------------|-----------------------------|--------|------------------------------|---------------|--------------------|------------------------|------------|
| Learners curriculum (Accredited) | Asylum & reception officers | online | 6 hours | 7/9/2026 | 20/10 to 6/11/2026 | n/a | 23/11/2026 |
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