

1.4.1. Operational training in Cyprus



In 2020, EASO continued to step up operational support for Cyprus. The 2020 operating plan contributed to four distinct outcomes, namely:

1. an improved registration system and improved access to the asylum procedure, with particular attention paid to vulnerable groups;
2. enhanced implementation of reception conditions and an improved overall reception mechanism;
3. increased capacity to manage and reduce the first instance backlog efficiently and effectively, and
4. increased capacity of the second instance asylum process.

195 participations

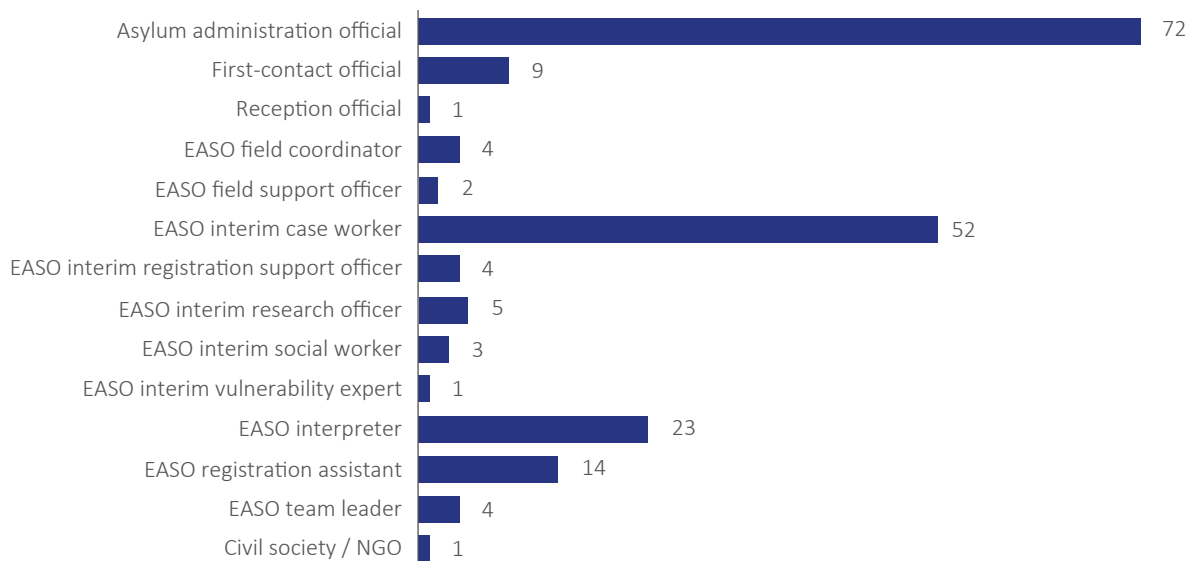
108 individuals

Training remained at the core of each area of support under this operating plan. In fact, as part of this plan, 195 participations were recorded. The largest target group consisted of case officers, of whom 64 % were case officers from the Cypriot Asylum Service.

During the year, 43 new case officers were trained through three extensive training packages. The training consisted of the EASO core modules ('Inclusion', 'Interview techniques' and 'Evidence assessment'), operational training and on-the-job training over a duration of 6 weeks.

The second largest target group in 2020 consisted of interpreters, with 23 interpreters trained in the module 'Interpreting in the asylum context'.

Participations per target group under the operating plan for Cyprus in 2020



The TPDC was able to ensure that newly deployed and recruited personnel had the knowledge needed to perform their tasks in support of the Cypriot asylum authority. This was in part achieved by developing induction training material to ensure that those working under the different operational measures in EASO operations in Cyprus were introduced to the operational and procedural contexts as well as to core documents to enable them to perform their tasks appropriately. The training for case officers consisted of a concise e-learning module plus a short face-to-face session / webinar, whereas the training for reception officers consisted of a half-day face-to-face session / webinar.

Training in support of the Cypriot reception system was impacted by both the COVID-19 pandemic and postponement of the creation of a safe zone at the first reception centre of Pournara, which is anticipated in 2021. Nevertheless, the training was organised through a fruitful collaboration between different target groups, including external stakeholders working together with Cypriot authorities, coordinated by EASO.