

Annual Training Report

2022



EUAA Annual Training Report

2022



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List of abbreviations

Term	Definition
AST	asylum support team
CEAS	Common European Asylum System
CNRR	National Romanian Council for Refugees
EAC	European Asylum Curriculum
EU+ countries	For the purposes of this report, EU+ countries are the EU-27 + Norway + Switzerland.
EUAA	European Union Agency for Asylum (previously the European Asylum Support Office)
NGO	non-governmental organisation
SEM	State Secretary for Migration (Secretaría de Estado de Migraciones)
TNA	training needs analysis
TNCP	training national contact point
TPD	Temporary Protection Directive (Council Directive 2001/55/EC)
UNHCR	United Nations High Commissioner for Refugees
WB	western Balkans



Foreword

In January 2022, the European Union Agency for Asylum (EUAA) was established, replacing the European Asylum Support Office. The transformation into an agency with a stronger role in building and implementing the EU's asylum legislation included a reinforced mandate for training, which had always played an integral part in reaching the objectives of the agency's predecessor. One such objective remains to ensure that asylum seekers are welcomed in a dignified manner and that their case is examined following uniform standards, regardless of which EU Member State is assessing their application. I always strongly believed that EUAA training is one of the principal tools used to promote greater convergence and is a key area of permanent support available to national authorities.



Soon after the launch of the agency, our capacity to cope with the unexpected was tested to the full. Following Russia's unprovoked invasion of Ukraine in February 2022, EU+ countries were called upon to find protection solutions for approximately 5 million people fleeing the military aggression, within a very short timeframe.

The Temporary Protection Directive, an already-existing EU legislative tool, provided the framework for a systemic solution. As it had never been activated before, training was vital in enabling Member States to promptly address the needs of persons fleeing Ukraine according to standardised procedures.

Throughout the year, increasing numbers of people sought asylum in the EU and, by the end of 2022, half of the Member States were being provided with operational support by the agency.

Given the geopolitical situation, it can be anticipated that the demand for the agency's support will keep growing. The EUAA will continue to deploy innovative training solutions to both address increasing immediate needs, while building the longer-term capacities of national asylum and reception systems.

Nina Gregori

Executive Director of the European Union Agency for Asylum



1. Overview

Throughout 2022, the EUAA continued to develop and deliver vocational training to asylum and reception officials as a key element of the permanent support that the agency provides to Member States. In parallel, a record number of training sessions were delivered to address immediate capacity building needs in the context of operational support. This section provides an overview. For more details about the training delivered, see the following sections.

- ▶ The [Training activities](#) section gives more information about the context of the delivery.
- ▶ The [Observations and trends](#) section provides a more in-depth look at delivery outcomes.
- ▶ The [European Asylum Curriculum](#) section provides more insight into the content delivered.

EUAA training in context

Training in the context of permanent support

The EUAA has been mandated to develop a European Asylum Curriculum (EAC), which EU+ countries should use as a complement to their national training programmes. EUAA training provides a European perspective as all content is based on established common procedures for international protection, known as the Common European Asylum System (CEAS).

We use a train-the-trainer system as an effective and efficient way to deliver our training. Once Member State officials have demonstrated that they have the knowledge and skills to deliver sessions as a trainer, they can deliver EAC modules within their national context. This approach fosters high-quality independence of Member State training programmes.

Training in the context of operational support

Capacity building and training form an integral part of EUAA's operational support to Member States' national asylum and reception authorities facing disproportionate pressure from migratory flows. The training is targeted at officials deployed in Member States where the agency provides operational support. The EAC constitutes the basis for the operational training portfolio, with tailor-made training developed to address specific national training needs. On-the-job coaching and other professional development activities are also available.



Training in the context of international cooperation

In addition, training is delivered in countries collaborating with the EUAA under roadmaps and other cooperation agreements as part of the external dimension of the CEAS.

Training under other frameworks

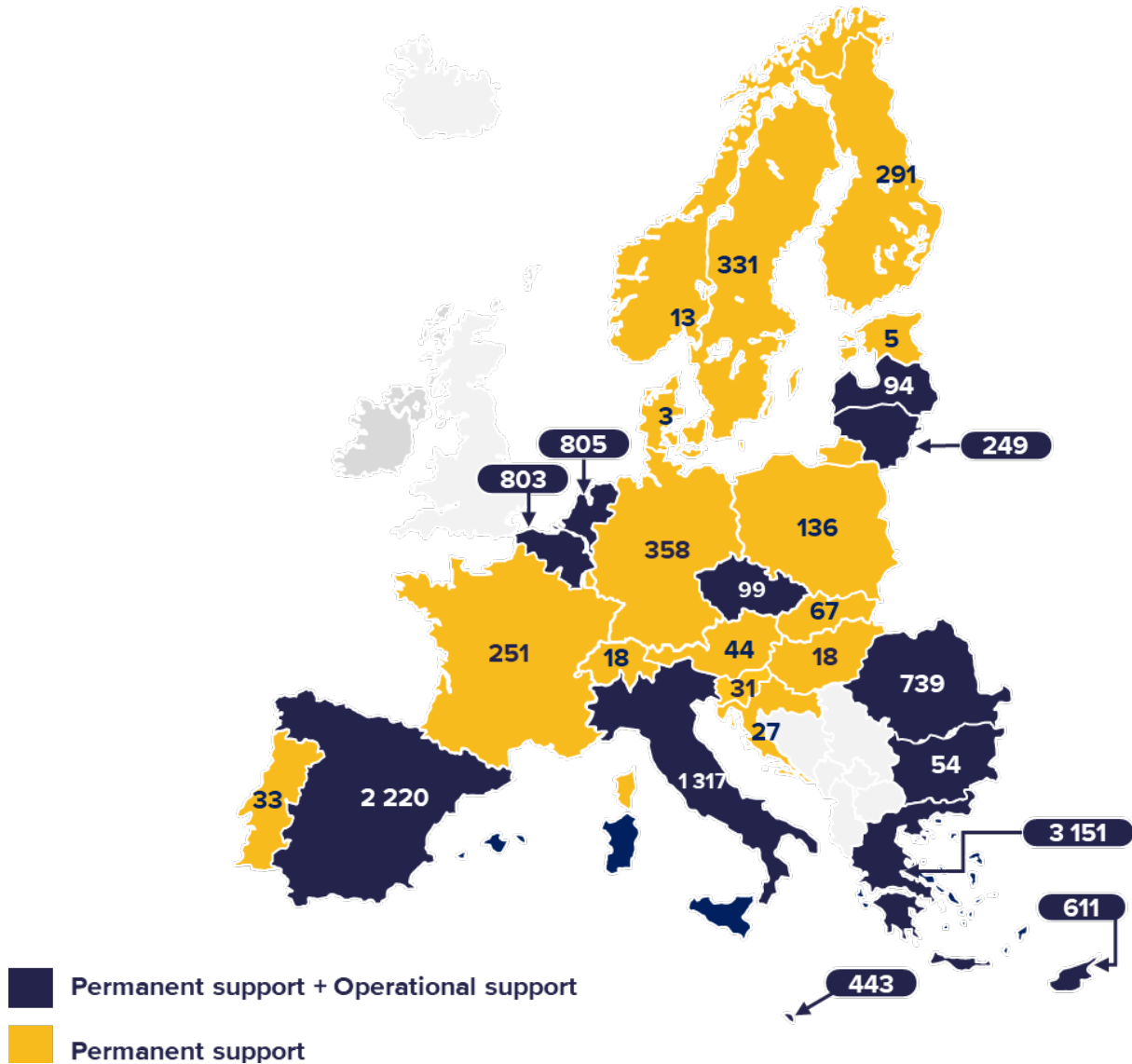
The EUAA delivers training outside the frameworks detailed above. This includes training for its own staff, ad hoc training and training delivered in collaboration with other organisations.





Training delivered to EU+ countries in 2022

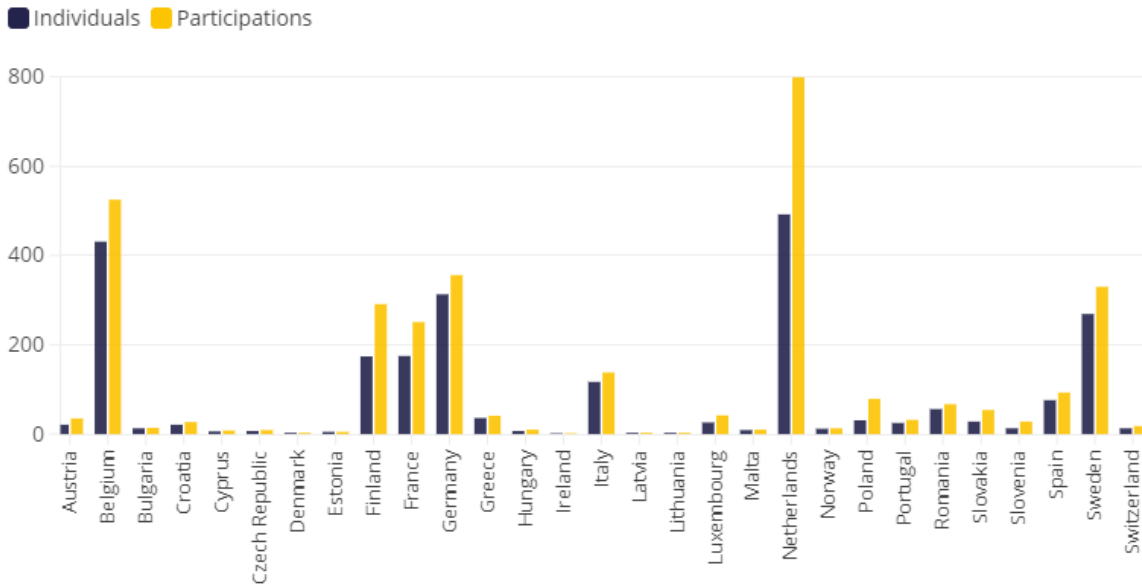
Training was delivered throughout the EU+ countries as part of the permanent and/or operational support provided to Member States and associate countries. The training includes delivery of EAC modules, training for trainers and training which has been tailor-made to the specific context of countries who have signed an operating plan with the EUAA.



Overview of participations in EU+ countries in 2022 under permanent and/or operational support.



Training delivered in the context of permanent support to Member States



Individuals and participations in training under permanent support in 2022 (EU+ countries)

Training delivered in the context of operational support to Member States

Throughout 2022, increasing numbers of people sought asylum in the EU. EU+ countries received just under 1 million asylum applications (1). In addition, around 4 million Ukrainians registered for temporary protection. By the end of the year, half of the EU Member States had requested operational support.



A key pillar of assistance focused on capacity building with 12 Member States, including a training component in the operational plan.

(1) EU+ countries received some 966 000 asylum applications in 2022, up by around half from 2021 and the most since 2016. You can find out more on the EUAA website: [Latest Asylum Trends – Annual Overview 2022](#).



A total of 4 495 learners were trained under the framework of operational training. Many learners participated in several sessions, bringing the total number of participations to 8 157, a 154 % increase compared to 2021.

Focus on the rapid response to Russia's unprovoked invasion of Ukraine



One of the main achievements of 2022 was the timely and efficient way in which the agency responded to the challenges Member States faced due to the high influx of Ukrainians arriving in the EU. It rapidly mobilised support to Member States that were providing protection to people who left Ukraine to seek refuge in the EU. Part of the support included training so that teams on the ground were prepared to deal with the influx of displaced persons. The training included

the following.

- Training on the implementation of the [Temporary Protection Directive](#), which had never before been triggered.
- Training on communication and the provision of information to persons displaced from Ukraine. Particular focus was placed on communicating with persons who had experienced traumatic events and persons with children. Sessions were also held on topics such as identifying vulnerable groups, including potential victims of human trafficking.

The offer was complemented by existing EAC modules, such as the foundation modules or the module on 'Trafficking in human beings'.





As a consequence of the high demand, there was an exponential rise in the number of training sessions delivered. This, of course, impacted the Centre as a whole. The development and provision of specialised training enabled national officials to build capacity quickly while dealing with the sudden influx of arrivals. The training was offered to both newly recruited and existing asylum and reception staff. The tailored training was also made available to staff of non-governmental organisations (NGOs) mandated by national authorities to provide support. An example is the National Romanian Council for Refugees (CNRR). CNRR is a Bucharest-based NGO providing information, counselling and assistance to people fleeing Ukraine, in partnership with the government and the United Nations High Commissioner for Refugees (UNHCR). The training on temporary protection organised by the EUAA in May 2022 was the first of its kind that CNRR participated in. They subsequently followed additional training sessions.



'The training helped us have a better understanding of both the context in which temporary protection was instituted, its scope and complementarity to the asylum framework, as well as its specific provisions and particularities arising in practice. Taking into account that CNRR's main activity is the provision of legal counsel, the training was a valuable tool towards a comprehensive understanding of temporary protection, enabling us to better respond to the information needs of those fleeing the military aggression in Ukraine. Aspects learned in the training further equipped us to improve counselling and awareness raising on the framework, including in relation to public authorities or other NGOs engaged in the humanitarian response.'

The training had an interactive and practical approach; anticipating and responding to all questions CNRR counsellors had. With limited training opportunities for civil society on the matter, replicating such events is key to improving our capacity to provide adequate support to those in need.'

Andreea Ghimpu, CNRR project coordinator

The response required a high level of preparedness to meet the needs for training without compromising quality.

'2022 was a year that really tested our capacity to rapidly adapt to a changing environment and develop, as well as implement, new training in response to an emergency situation.

Despite the EAC being very comprehensive, the topic of temporary protection was perhaps only referenced in a few of our modules, without being addressed in detail. The directive had never been activated and, as a result, there was no practice, case law or extensive doctrine around the subject.

When the decision to activate the Temporary Protection Directive was taken at EU level, we had to react quickly, so a few colleagues decided to prepare training in case it would be needed. We mainly based it on the EU legal framework and further guidelines from the European Commission. We contacted our training national contact points in late March to let them know this would be available and, for the first training delivered, we received close to 150 expressions of interest. This was a huge surprise, so we had to adapt and increase the number of sessions planned. It also showed how much this training was needed.



Throughout the first months after Russia's unprovoked invasion of Ukraine and activation of the TPD, we continued to receive different types of requests and managed to capture the key ones in a training package developed for the context of Ukraine. It was a new situation, involving the cooperation of a number of stakeholders that we had not systematically trained before – including, in some contexts, NGOs. It was a learning experience for us as well, which tested our ability to adapt content to different needs, both in the context of operations and permanent support to EU+ administrations.

Judging from the feedback and interest received throughout the year, I trust that we managed to provide necessary, useful and good quality training products.'

Carolina Marin, EUAA trainer involved in the development of training content



Testimonial videos show that officials were able to rapidly put into practice what they had learnt.

You can find the videos below and more videos about EUAA Training and Professional Development by consulting the 'Training and Professional Development' [playlist](https://www.youtube.com/@EUAAChannel/playlists) at www.youtube.com/@EUAAChannel/playlists.



Activation of the Temporary Protection Directive

On 4 March 2022, EU home affairs ministers unanimously agreed to activate the Temporary Protection Directive (Council Directive 2001/55/EC) to ensure the protection needs of millions of people fleeing Russia's unprovoked invasion of Ukraine. It alleviated pressure on national asylum systems and ensured that people received harmonised rights across the EU, including accommodation, access to the labour market and housing, medical assistance and, in the case of children, access to state education.

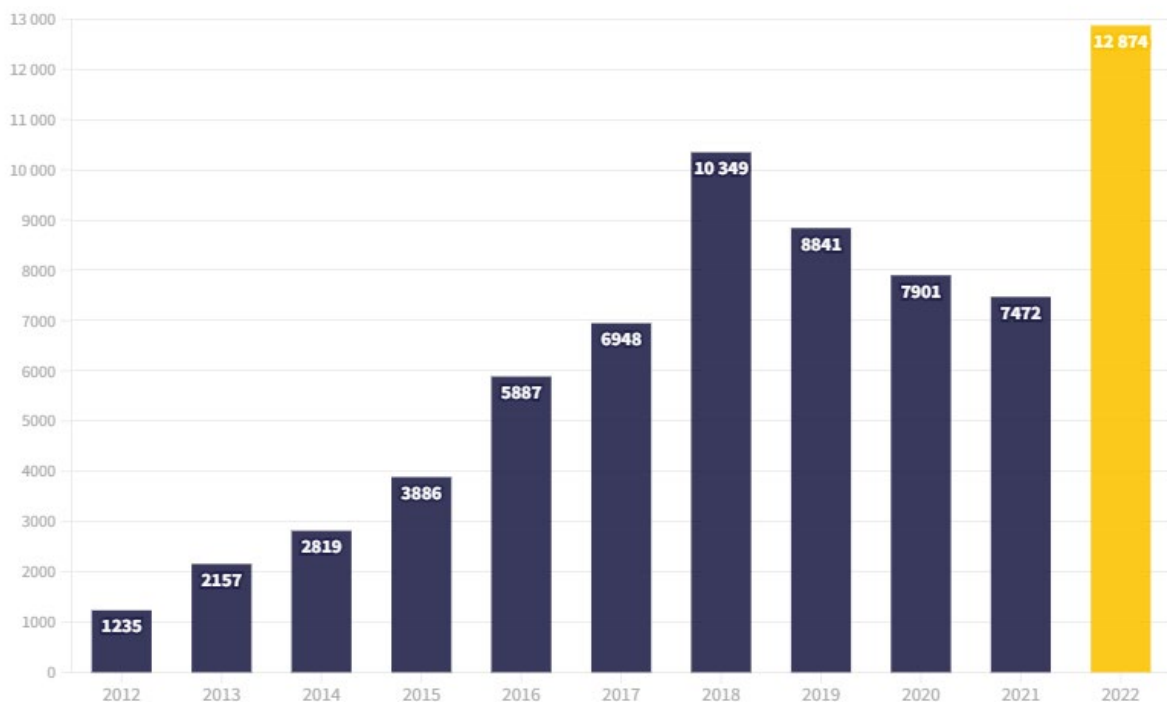
A [brochure](#) outlining the training support which was offered in the context of the military aggression in Ukraine is available on the EUAA website.



2. Training activities



EUAA training activities cover capacity building in the context of permanent and operational support to Member States, along with support to non-EU countries. In 2022, overall participations in EUAA training activities increased by 72 % to a total of 12 874 participations, with 7 163 individuals following EUAA training. A total of 887 sessions were organised and the average satisfaction rate was 95 %.



Participations in training activities 2012–2022



Training in the context of permanent support

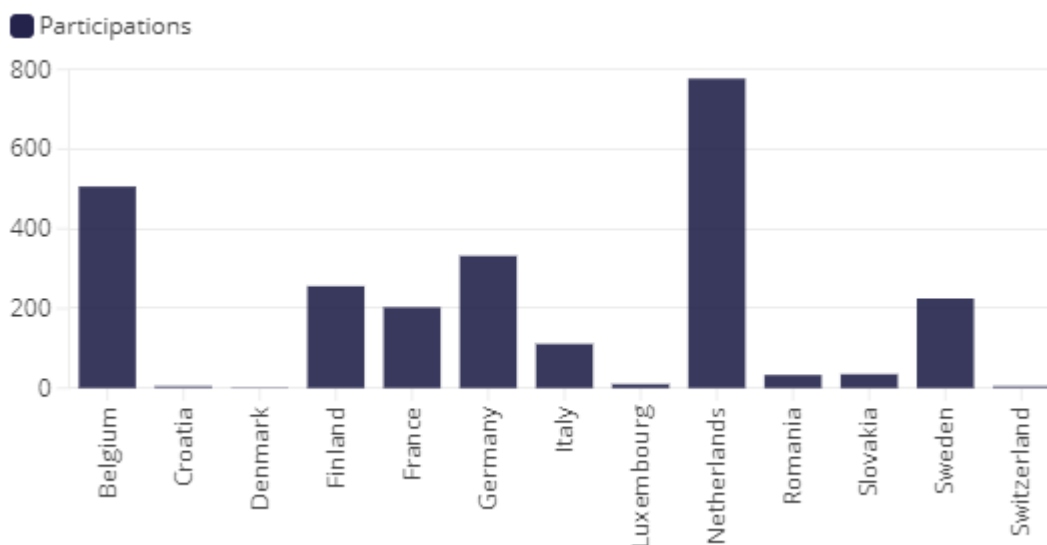
All Member States are bound by a framework of agreed rules which establish common procedures for international protection, to ensure the fair and humane treatment of applicants. The main objective of EUAA training activities is to harmonise practice in line with this Common European Asylum System (CEAS). As an integral part of the CEAS, the EUAA is mandated to develop the EAC, which should be implemented in its core parts by Member States and used to



complement national training programmes. The agency supports EU+ countries in setting up and delivering national training sessions using EAC modules by training national trainers. Below you will find details of training delivered as part of permanent support in 2022. Use the filters to find out where the training was delivered and the number of participations.

National training sessions

EUAA training is used to complement national training programmes. The agency supports EU+ countries in setting up and delivering national training sessions using EAC modules. These are usually organised autonomously by the national administrations and delivered by their national trainers who have been trained using the EUAA’s train-the-trainer methodology. If needed, the EUAA provides trainers to deliver national sessions.



Permanent support: participations in national training sessions in 2022 (per country)



Focus on national sessions delivered in the Netherlands

Throughout the year, the Netherlands organised a high number of national training sessions, with 480 individuals trained. The total number of participations under permanent support reached 777, which shows that many individuals attended several training sessions. They delivered the highest number of training sessions for the core modules: 'Inclusion', 'Evidence assessment' and 'Asylum interview method / interview techniques'. There was also a strong focus on vulnerability. Sessions were delivered on 'Interviewing vulnerable persons', 'Interviewing children', 'Trafficking in human beings' and 'Gender, gender identity and sexual orientation'. Other modules delivered include 'Resettlement' and 'Medical country of origin information'. Individuals also participated in training on 'Temporary protection: Understanding the current framework in the context of the war in Ukraine'.

Training newly recruited caseworkers

The training national contact point (TNCP) for the Netherlands asylum authority explains the rationale behind the choice of modules delivered.

'In 2022, we recruited new caseworkers and, as a result, organised a number of national training sessions using EUAA modules. These included the core modules ('Inclusion', 'Evidence assessment' and 'Asylum interview method') which provide the necessary knowledge and skills for a newly recruited caseworker to process asylum claims. This initial training was complemented by sessions on 'Interviewing vulnerable persons' and 'Interviewing children' to provide a better understanding of the special needs of vulnerable applicants.'

Ingeborg Vorstenbosch, TNCP

Testimonials

'I found it to be a very educational training and I believe that every asylum caseworker should have this training.' **Newly recruited caseworker**

'I found it to be a very instructive and useful training. In our work, as asylum caseworkers, we all come into contact with vulnerable people, and it is important to know how to properly interview this group. I think it is important that all asylum employees attend this training.'

Participant – 'Interviewing vulnerable persons'

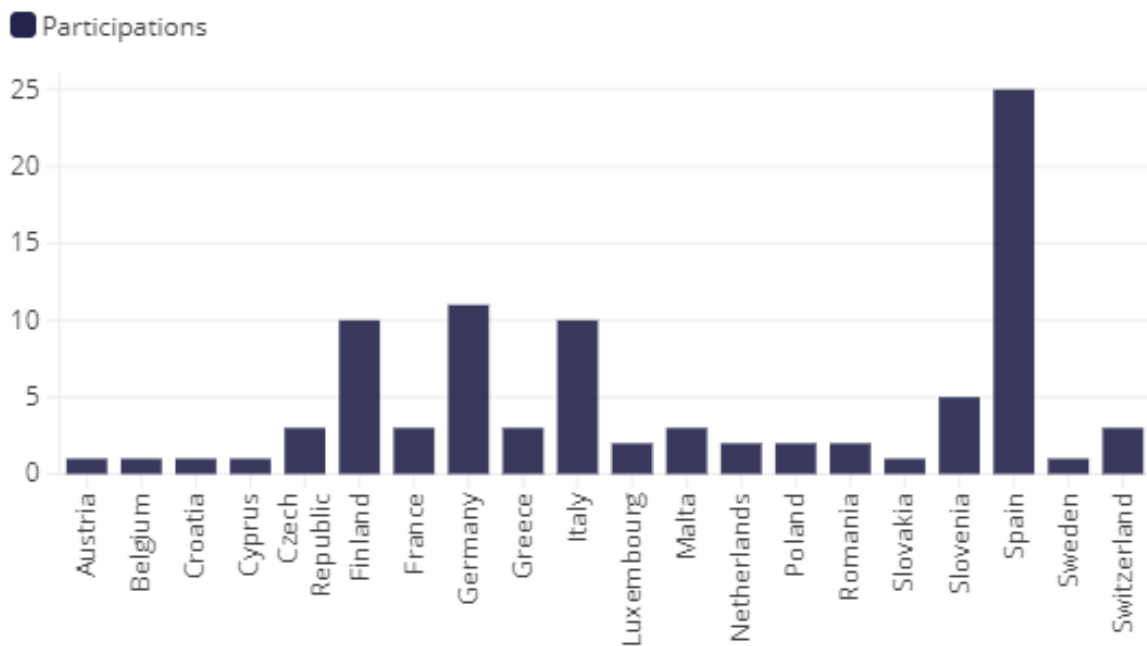
'Fun, interesting and, above all, instructive training. Enough space to ask everything and to give your own input! Very meaningful.' **Participant – 'Evidence assessment'**

'Good preparation for difficult situations that you may encounter while conducting an interview. Also, it was nice to first focus on theory for a day, which was very interactive, and then practice with work-related cases.' **Participant – 'Asylum interview method'**



Training for trainers

We use a train-the-trainer system as an effective and efficient way to deliver our training. This approach allows us to implement our mandate in terms of training through a multiplier effect. Member State asylum and reception officials with expertise in a particular area can follow modules which cover training techniques and the assessment of learning. On successful completion, they can train in their national context. If they then want to train trainers, they can take additional thematic courses which address common challenges faced by learners in a particular module or a thematic area. In 2022, a new module on coaching skills was made available.

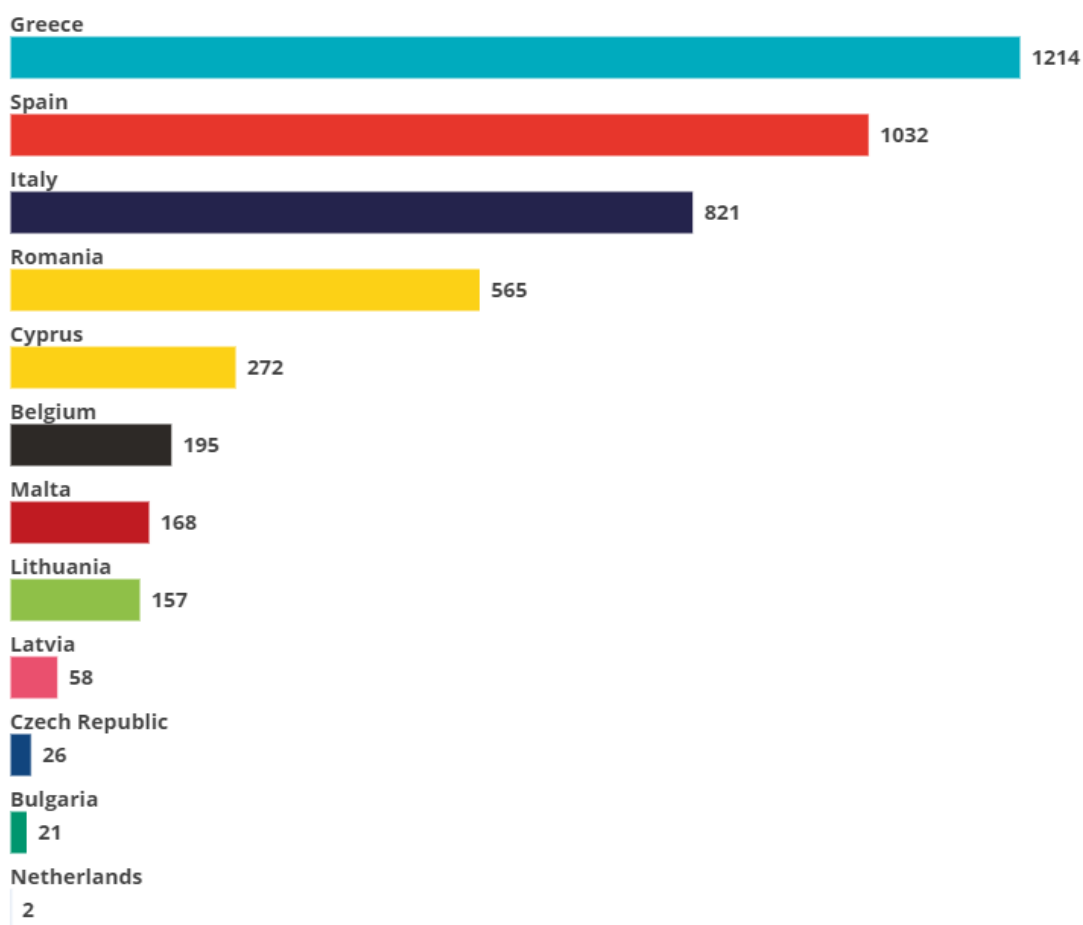


Permanent support: participations in training for trainers in 2022



Training in the context of operational support

Asylum flows are not constant, nor are they evenly distributed across the EU. Countries under disproportionate pressure may request operational support and capacity building constitutes a key pillar of assistance. The new EUAA mandate foresees that the agency should verify and, where necessary, ensure that experts receive training that is relevant for their duties and necessary for their participation in the agency's operational activities. EUAA training in the context of operations provides a European perspective while tailoring the training to the context of the country receiving support. In 2022, 4 495 individuals were trained within the context of operating plans, representing a total of 8 157 participations.



Operational support: participations in training delivered within the context of operating plans in 2022

The year saw a significant increase in the number of operating plans and a corresponding increase in training needs. While 2021 ended with seven operating plans, currently there are 12 operating plans being implemented by the agency, with their number soon reaching 14 (with the inclusion of Austria and Slovenia). More than 10 training needs assessments were conducted in 2022. As far as possible, the training needs analysis (TNA) methodology was implemented, in both rapid and standard contexts. As a result, we have training plans in place that are responsive to learner needs. The increased number of operational contexts has



meant a really close bilateral cooperation with the respective national administrations, along with the continuous delivery of training for the asylum support teams.

Focus on training under the Spanish operating plan

The training activities under the EUAA operating plan signed with the Ministry of Inclusion, Social Security and Migrations in Spain continued to progress throughout 2022. Such positive training results were achieved with the active cooperation of all the main stakeholders of the Spanish reception system, namely the Secretary of State for Migration (SEM), the Red Cross, the UNHCR and national NGOs, focusing on the following actions.

- Coordinated TNA and continuous monitoring of training activities through regular quarterly meetings, involving all stakeholders working in reception both in the Canary Islands and on the peninsula.
- Development of a joint training plan with the SEM and the NGOs training focal points, aiming to address training priorities and emerging needs, such as the implementation of the Temporary Protection Directive.
- Designing targeted training itineraries for different reception profiles. Training was structured around the learning needs of the main reception profiles: reception managers; technical reception staff (reception officers, social workers, psychologists, social educators, etc.); service providers (security officers, cleaning staff, catering, maintenance) and interpreters.
- Increasing the attendance of national authorities and NGO personnel in EUAA train-the-trainers sessions to support the development of the national pool of trainers, with 46 reception officers being trained as national trainers.
- Building on the good practices and the collaborative approach established during previous year, EUAA reception-related training will continue in 2023 with the purpose of strengthening the reception capacity and enhancing the system as whole.





About the learners

A total of 1 479 participations were recorded for reception professionals who completed EUAA trainings in 2022, with the average satisfaction rate from the training sessions reaching 95 %.

Out of the 1 028 individuals trained, 44 % of trainees work for the SEM, while about 50 % are NGOs staff, with the majority of them being first line reception officers working directly with asylum seekers in reception centres.

Trafficking in human beings – Building awareness through training sessions for service providers

'I loved the experience of this course because I have never taken part in one like this before. I have been working in this sector for 20 months and didn't know anything about this topic. It was very useful to me to understand concepts and learn more about them. In my time working here, I have worked with young people who have lived through these types of events, and I didn't know what to do. I feel for them. I put myself in their place and I would like to help them. They are good people with kind hearts, and I would like them to have a good future. This course has helped me to understand their situation. Now I know what I can do to help. I know what I can say to them, I know who to tell. Together, we can join efforts to stop this situation and try to help people who have lived through terrible events and help them escape this situation.'

Alby, cleaner in Reception Centre 50, Canary Islands

Training for asylum support teams

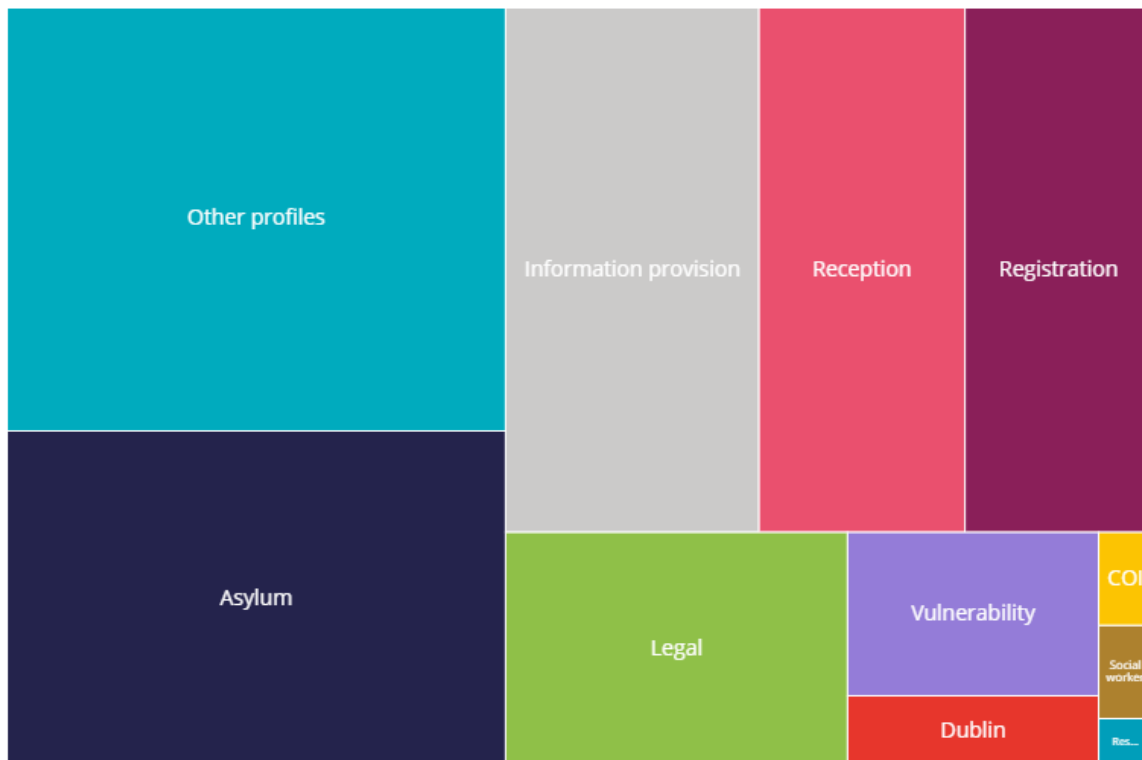
In line with its mandate, EUAA provides experts who participate in asylum support teams with the necessary training, both before their participation in operational activities, and upon and during their deployment, as necessary.

Experts follow training that introduces them to the agency and its mandate, along with key elements relevant to their work in an EUAA operation. Also, training is provided upon deployment, to familiarise them with their concrete roles and tasks in a particular operation.





■ Asylum
 ■ COI
 ■ Dublin
 ■ Information provision
 ■ Legal
 ■ Other profiles
 ■ Reception
 ■ Registration
■ Resettlement
 ■ Social worker
 ■ Vulnerability



Individuals trained per profile in the context of pre-deployment training for asylum support teams

Depending on the profiles and levels of expertise of members in asylum support teams, the EUAA may also provide them with further thematic training, based on modules of the EAC, with an aim to ensure that they perform their tasks effectively while providing operational and technical assistance in Member States.

‘It was very helpful especially for pre-deployment to get a general overview and understanding of the operational context of the EUAA.’

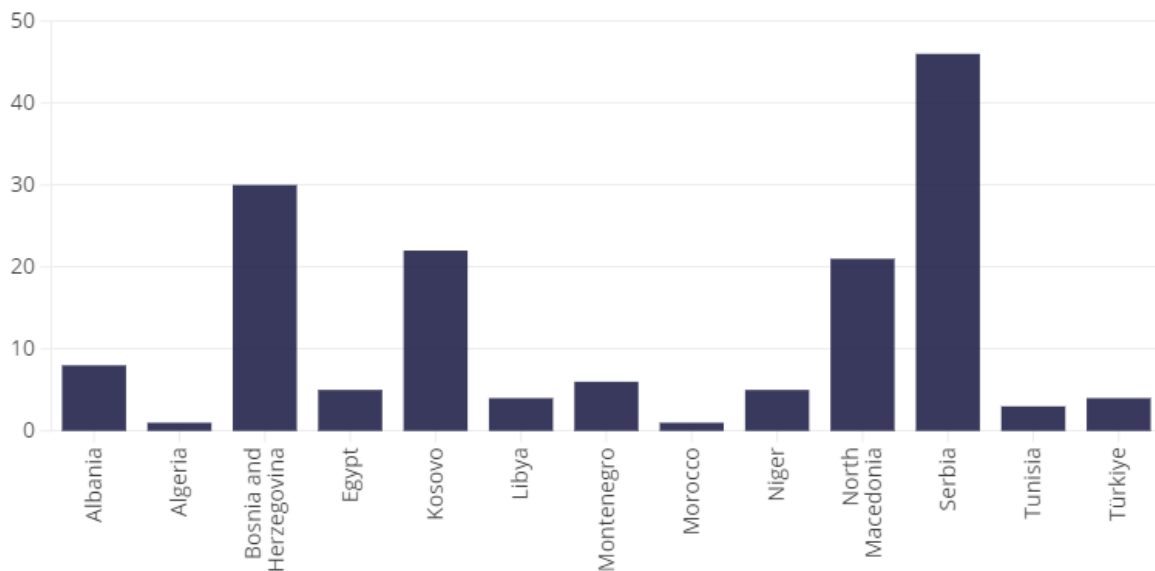
Learner’s feedback



Training in non-EU countries

Currently, the EUAA provides capacity building support to the western Balkans (WB) region and Türkiye and also to some countries in the Middle East and North Africa (EU Southern Neighbourhood), within the frameworks of bilateral ‘roadmaps’ for cooperation and EU-funded regional programmes. The EUAA has roadmaps for bilateral cooperation with the following partners:

- Albania,
- Bosnia Herzegovina,
- Egypt,
- Kosovo ⁽²⁾,
- Montenegro,
- North Macedonia,
- Serbia,
- Türkiye.



Participations in EUAA training to non-EU countries in 2022

Focus on training in the western Balkans

The overall objective of the roadmaps agreed between the EUAA and western Balkan countries (Albania, Bosnia Herzegovina, Kosovo, North Macedonia, Montenegro) is to enhance the protection space for asylum seekers and refugees by strengthening the asylum and reception system in line with the CEAS, EU standards and EU Member States’ practices. The western Balkans are beneficiaries of the Instrument for Pre-Accession Assistance. This funding supports them in adopting and implementing the political, institutional, legal, administrative,

⁽²⁾ This designation is without prejudice to positions on status and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.



social and economic reforms necessary to comply with EU values. The reforms are aimed at progressively aligning with EU rules, standards, policies and practices with a view to EU membership. Training is a key tool in supporting this alignment.

Testimonials from session on ‘Interviewing vulnerable persons’

Face-to-face session held in Budva, Montenegro, 25 and 26 October 2022.

Many of the participants from Albania, Bosnia Herzegovina, Kosovo, North Macedonia and Montenegro were building on the ‘Interview techniques’ training they completed in 2021. It was an opportunity to follow up on how they had been able to put their skills into practice and remind them of techniques that could be applied when interviewing vulnerable persons.

‘My role was two-fold. During the online studies, I had been following my group of learners but also coaching the national trainers from Albania, North Macedonia and Bosnia Herzegovina as they had only recently become national trainers. I also met with them to help them to prepare prior to the face-to-face session. In my group, I was the only trainer, but I was assisted by an Albanian interpreter.



Luca Caramagna, EUAA trainer

The face-to-face session provided an environment to put into practice the theory learnt during the online studies through discussions, roleplays and group work. Having participants from different areas of the field come together allowed them to share experiences and learn from each other, which is seldom possible in their daily working environment. Apart from the exchange of practices and their application, participants were also able to discuss the challenges they faced when dealing with particularly vulnerable persons. This enriched discussions but also reassured participants that challenges are commonly shared and through community of practice new approaches may be acquired. Overall, the session yielded many positive results.’

‘The training sessions were very valuable for those of us who work with asylum seekers on a daily basis. The materials were very useful and trainers were excellent. What we appreciated the most was the cooperative and collaborative approach which enables us to interact with both the trainers and the other participants in exchanging our experiences of real situations we encounter in our work.’

Learner’s feedback



3. Observations and trends

Monitoring of training delivery

Ongoing monitoring of training enables the EUAA to follow the training activities and to find out, at an early stage, how an activity is performing based on a number of criteria. The monitoring data allows for an analysis of the ‘state of play’ and can identify the need to rectify certain aspects of the training activities. The data is compiled into an aggregated annual monitoring report, identifying best practices and areas for improvement to be highlighted and analysed. The monitoring covers all training sessions delivered, including training activities delivered in the framework of permanent and operational support, and training activities delivered as part of capacity building in non-EU countries under the external dimension of the CEAS.

With a view to improving data collection and the quality of the data collected, 2022 saw a revision and improvement of the feedback forms and the inclusion of additional data in the monitoring report (e.g. response rates and ranking).

A consistently high 95 % and above overall satisfaction rate.

Over 95 % of the participants said the training had contributed to their professional knowledge, skills and/or growth.

Close to 100 % of learners who responded, stated that the trainer was knowledgeable and well prepared.

Overall context of training delivered in 2022

During 2022, one of the biggest challenges facing EUAA operations was the need to rapidly support persons fleeing the war in Ukraine. This included implementing the newly activated Temporary Protection Directive. At the same time, there was an increase in the overall level of operational support provided, with new operating plans signed by additional Member States. The operating plans, which included a training component during 2022, increased with five new plans signed with Belgium, Bulgaria, Czechia, Latvia and Romania in addition to six existing operating plans. An operating plan was also signed with the Netherlands ⁽³⁾. The delivery of training is generally a substantial part of each operating plan and clearly affects the overall number of training sessions delivered during the year. This is reflected in the marked increase in training sessions and higher level of participation compared to 2021.

⁽³⁾ As the training delivered was on the implementation of the Temporary Protection Directive, it is counted under that framework rather than operational training.



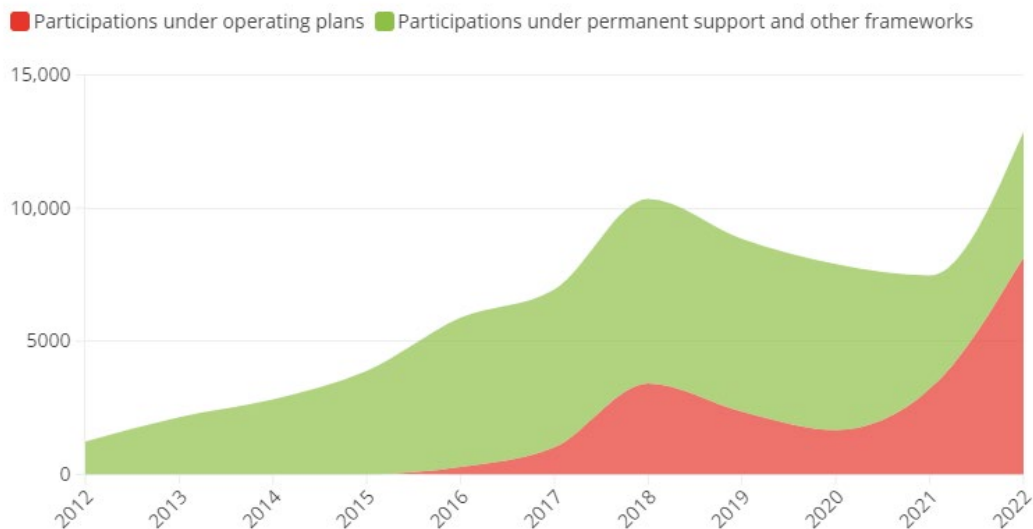
Training needs analysis

Prior to commencing the delivery of training, it is necessary to ensure that the training provided meets the needs of Member States. During 2022, TNAs were carried out in Austria (October 2022), Bulgaria (June 2022), Cyprus (July 2022), Czechia (April 2022), Netherlands (February 2022), Romania (March and September 2022), Slovenia (September 2022) and Spain (August 2022). Several operating plans which were active during 2022 continued to implement training in accordance with training needs analysis carried out in 2021.

It should be noted that new training can be implemented quickly, for example in the case of Romania. A TNA was carried out in March and, by April, newly designed and developed training specifically focused on temporary protection was being delivered.

Proportion of training delivered under permanent and operational support

Of the total 12 874 participations recorded in 2022, 63 % (8 157) were part of operating plans and 31 % (3 929) were under permanent support. The increase in operational support started already in Q2 of 2022. There was a clear shift in focus in the delivery of training compared to 2021 when permanent support was 53 % (3 966) while operational support only 43 % (3 207).



The chart shows how the proportion of training delivered under operating plans has increased.

The overall number of participations increased by 72 % in 2022 (12 875) compared to 2021 (7 472) while the number of participations recorded under operating plans saw a 154 % increase over 2021. This is partly due to the response to the military aggression in Ukraine. In Q2, 47 training sessions were organised to support the implementation of the Temporary





Protection Directive with 1 150 participations; 78 % of which were under operating plans. It is clear that the EUAA has managed to shift its focus to meet the demand and substantially increase the delivery of training.

Training under the temporary protection framework

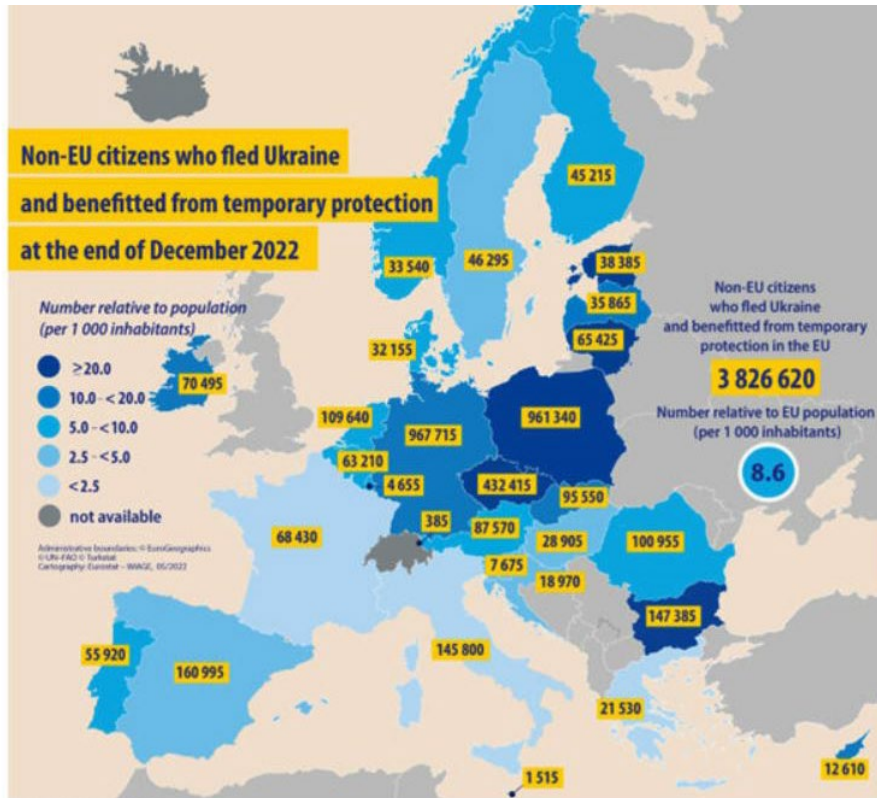
Of all persons who completed training during 2022, 12 % received training in the context of responding to the war in Ukraine. As the sessions were linked to a specific context, they were registered under the scope of temporary protection. A total of 1 179 participations were recorded. The overall satisfaction rate was 96 % although it should be noted that the response rate is low for sessions under this framework. This could be due to the context and urgency of the training resulting in less emphasis being put on gaining feedback from learners.

When looking into which countries received the training, the largest recipients were Romania (37 %), Greece (17 %), Italy (10 %), Sweden (7 %) and Spain (5 %) with lower numbers for the other 19 Member States that have received training on temporary protection. The figure below shows the number of non-EU citizens who fled Ukraine and benefitted from temporary protection during 2022. It is interesting to note that not all the neighbouring Member States made use of the temporary protection training arranged by the EUAA.

‘The course helped me better understand how the directive applies to the context of Romania and the rights that temporary protection beneficiaries have. It was very useful that we had the opportunity to discuss concrete cases and the difficulties we encounter.’

Testimonial from a learner who took part in the training on implementing the Temporary Protection Directive.





Source: Temporary protection for persons fleeing Ukraine – monthly statistics. Eurostat – statistics explained (archived [here](#)).

In order to provide the training rapidly, it is interesting to see how the training was arranged in practice. The majority 73 % (1 018 + 77) were trained using the format webinar or online only, which is an efficient delivery format that can reach many participants in a short period of time in different settings. It should be noted that the satisfaction rate does not differ between the different delivery methods.

Delivery method	Sessions	Participations	Completion rate	Average satisfaction rate	Average response rate
Face-to-face only	21	395	80 %	96 %	21 %
Online only	6	77	47 %	96 %	89 %
Webinar only	44	1 018	81 %	96 %	46 %
Total	71	1 490	69 %	96 %	43 %

Training trends in 2022

Participation in training activities varied over the year

As seen in the summary table below, the level of training activity is generally higher during Q2 and Q4. This could be seen as quite a normal planning phenomenon in organisations but could be analysed further to see if the actual demand is lower or if it is the internal planning cycle of both the Member States and the EUAA that create the difference. With more operational plans in place, it could be expected that delivery of training could be greater even during the year.

	Q1	Q2	Q3	Q4
Persons who completed their training	2 169	4 668	2 338	3 700
Enrolments	2 646	5 961	3 146	4 682
Completion rate	82 %	78 %	74 %	79 %
Completed sessions	146	299	165	277
Range of satisfaction rates	86 %–100 %	53 %–100 %	56 %–100 %	60 %–100 %
Average of response rates	45 %	55 %	55 %	52 %



Training content with high participation

Content	Sessions	Participations	Average of satisfaction rate	Average response rate
Module: Introduction to the legal framework on fundamental rights and international protection in the EU	35	896	96 %	94 %
Tailor-made: Temporary protection	36	809	96 %	33 %
Standard course: EUAA pre-deployment induction training	16	705	94 %	83 %
Module: Trafficking in human beings	41	691	96 %	59 %
Module: Inclusion	53	669	95 %	30 %
Module: Introduction to ethical and professional standards	28	528	96 %	93 %
Module: Evidence assessment	45	526	95 %	27 %
Module: Interviewing vulnerable persons	49	487	95 %	26 %
Module: Reception	40	486	92 %	31 %
Module: Introduction to vulnerability	29	470	94 %	88 %



None of the top ten most delivered training courses have a satisfaction rate below 92 %. A positive result, considering the high number of participations in these modules. However, the response rate for the tailor-made module on ‘Temporary protection’ has a low response rate, as did the modules on ‘Inclusion’, ‘Evidence assessment’, ‘Interviewing vulnerable persons’ and ‘Reception’. Therefore, the satisfaction rate of those modules should be viewed with caution.

Stable satisfaction rates

The satisfaction rates for all training activities remained stable throughout the 4 quarters, where Q1 had 96 % and Q2–Q4 had 95 %, giving an overall satisfaction rate of 95 %. Since the feedback forms (including the Likert scale) were changed during 2022, the satisfaction rate cannot be compared with 2021 ⁽⁴⁾. When looking at satisfaction rates linked to the different delivery types, the picture is a bit different. ‘Webinar only’ received the highest while ‘online and webinar’ or ‘face-to-face’ had a lower satisfaction rate.

Delivery method	Sessions	Participations	Average satisfaction rate	Average response rate	Number of enrolments
Face-to-face only	76	1 125	96 %	33 %	1 273
Online and face-to-face	481	6 311	95 %	42 %	7 647
Online and webinar	46	548	94 %	75 %	764
Online only	178	3 199	95 %	85 %	4 724
Webinar only	106	1 692	97 %	49 %	2 027
Total	887	12 875	95 %	52 %	16 435

⁽⁴⁾ In 2021, a five-point scale was used which included ‘neutral’. This will be reinstated in 2023.



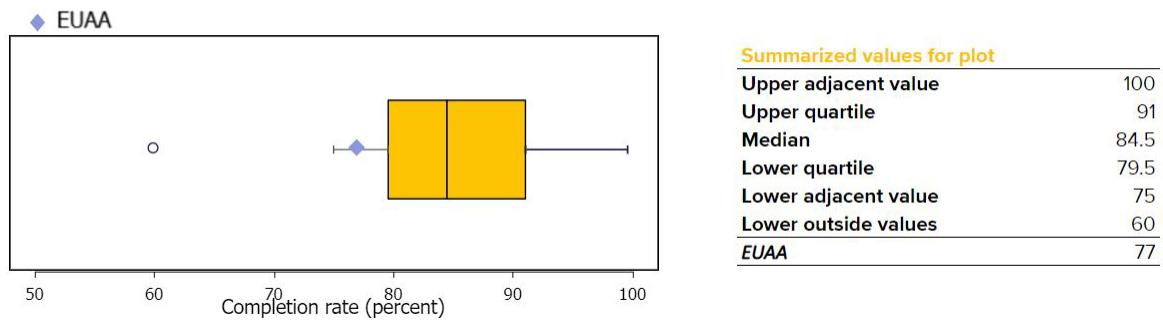
Comparing satisfaction rates between Member States is difficult due to the wide range of response rates.

Satisfaction rates – how are they calculated?

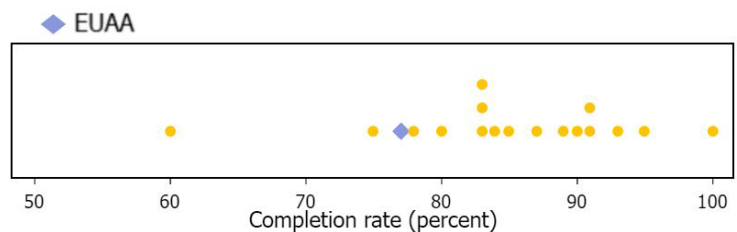
On completion of training, learners are asked to complete a feedback form. A number of the questions use a Likert scale to gauge the level of satisfaction. In 2022, a four-point scale was used: strongly agree, agree, disagree, strongly disagree. The Likert scale used in 2022 did not include neutral feedback as an option and therefore it is not possible to capture more neutral feedback. This will be reinstated for 2023 monitoring.

Completion rates

The overall completion rate for 2022 was 78 % (the same as in 2021) and ranges from 60 % to 100 % when broken down by quarter. Both Member States and the EUAA (with 61 % of the arranged sessions and a lower completion rate) could benefit from more information on the reason for low completion rates; this is investigated for 2023.

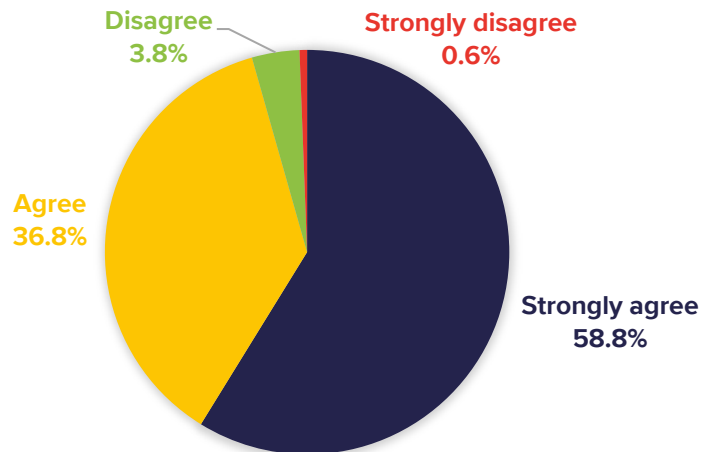


The box plot above shows the distribution of completion rates across Member States, overlaid with a purple diamond indicating the value for the EUAA. Half of the Member States fall within the yellow box, which is bisected by the median value. The dot plot below shows completion rates as percentages for each Member State. Where more than one Member State has the same value, their symbols are stacked vertically.



Overall feedback

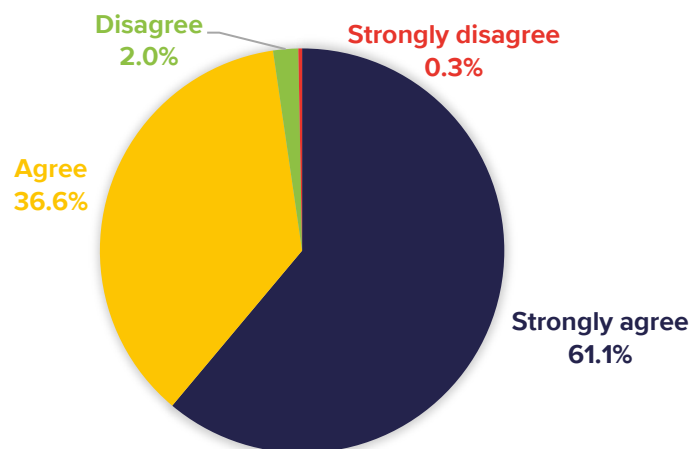
Several of the questions in the feedback form provided to learners ask them to rate their level of satisfaction according to a four-point Likert scale. When making a deeper analysis of the overall positive and negative feedback received, it can be noted that almost 59 % gave the highest positive feedback and just under 37 % are positive.



Overall responses to questions on level of satisfaction (percentage)

Overall satisfaction measured by response to the statement: I am satisfied with this training!

Based on 7 450 replies to this statement, 61 % strongly agreed, nearly 37 % agreed and just over 2 % disagreed or strongly disagreed during 2022. This confirms that the participants in general find the quality of the different modules to be of a good standard, based on the data available.

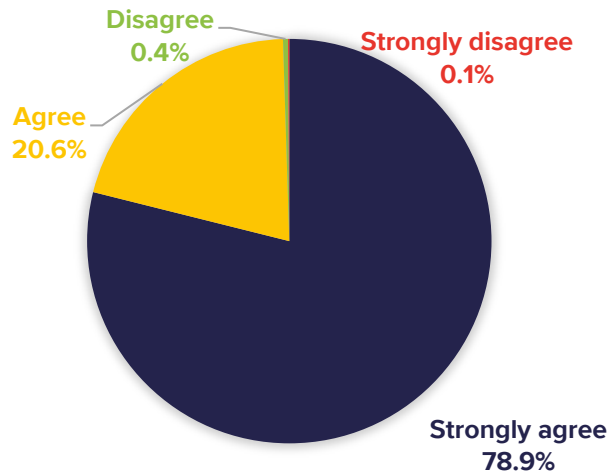


Responses to specific question on level of satisfaction (percentage)



Quality of the trainers

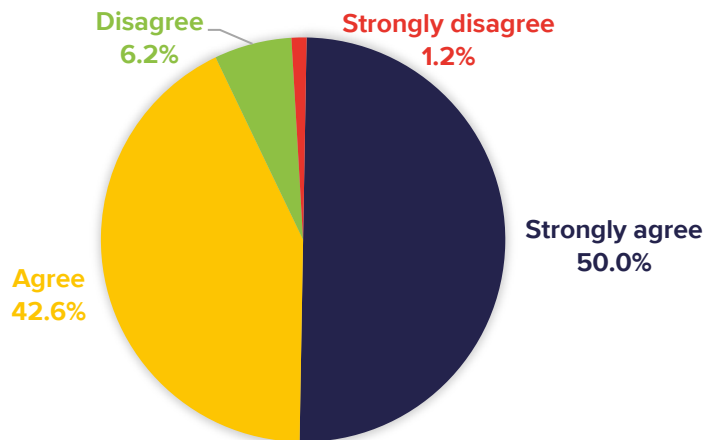
Based on 7 785 replies to the statement below, a very high number (79 %) strongly agreed that the trainers were knowledgeable about the subject matter and almost 21 % agreed. Only 0.5 % disagreed. It can be interpreted that learners find their trainers to be highly knowledgeable of the subject matter.



Feedback on the statement: The trainer(s) were knowledgeable about the subject matter (percentage)

Time invested in training

The question of invested time is frequently noted in the text comments. Most of the comments refer to a general lack of time due to workload or the time indicated for the different sub-modules does not correspond to the time needed. There is a specific question about this aspect in the feedback form. When analysing those replies separately, it shows a lower satisfaction rate of 93 %. The rest (7 %) disagree, as can be seen in the graph.



Feedback on the statement: The time I invested in the training was adequate (percentage)



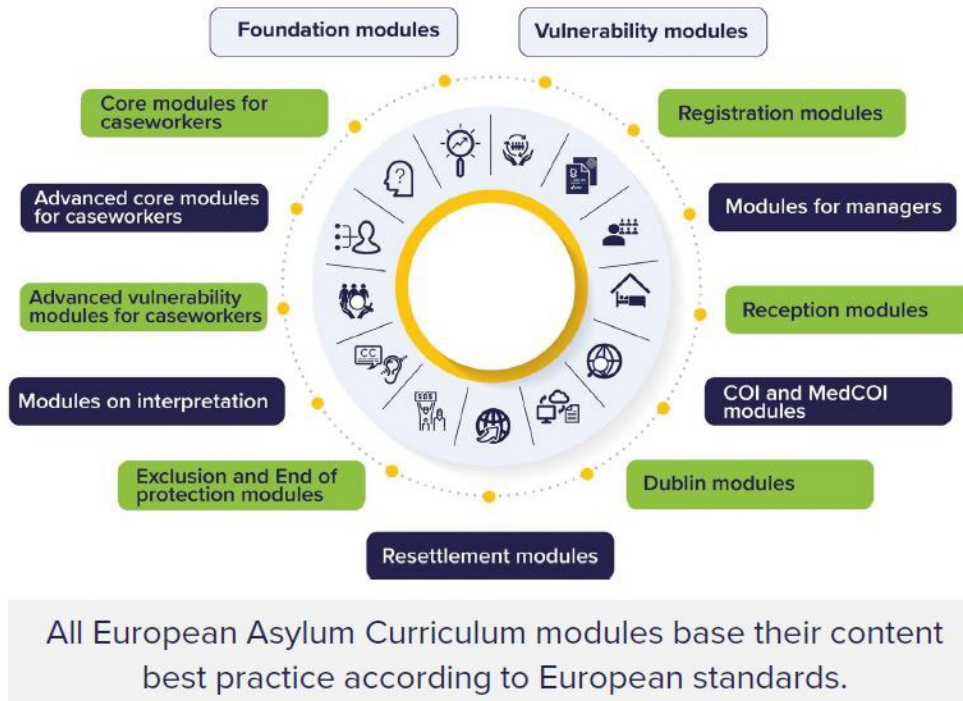


Improvement of response rates

Efforts to improve the response rates were made during 2022. In particular, Member States submitted more feedback data in time for inclusion in the quarterly monitoring reports. The response rates continue to differ between the organisers, which makes the data less accurate. It also means that the EUAA did not receive qualitative feedback from a number of Member States. Therefore, examples of good practice or suggested improvements were not identified.



4. European Asylum Curriculum



The EAC provides the basis for a common, vocational training system for officials working in national authorities responsible for asylum and reception. Under certain circumstances, it is made available to other relevant national administrations and organisations whose staff require training in the competence areas covered. It is used throughout the European Union and in non-EU countries in the context of capacity building activities. The EAC also forms the basis for training delivered in an operational context supporting countries whose asylum and reception systems are under disproportionate pressure from migratory flows. The training enables deployed personnel to swiftly become operational and ready to provide on-the-ground assistance.

The EAC tangibly supports the harmonisation of practices

The EAC has been developed in line with Article 8 of the EUAA Regulation and builds on existing cooperation within the EU in the field of asylum to promote best practices and high standards in the implementation of EU law on asylum. Member States are obliged to include core parts of the EAC in the training they develop for their staff. The EAC tangibly supports the application of the [CEAS](#).

In 2022, the first of a series on online-only modules were launched, providing the basic knowledge necessary for any person working in the field.

- Introduction to the legal framework on fundamental rights and international protection in the EU.
- Introduction to communication for asylum and reception practitioners.
- Introduction to ethical and professional standards.
- Working with an interpreter.

The EUAA continued to implement new instructional design principles in all new and upgraded modules of the EAC.

Find out more about the modules

Consult the online [EAC catalogue](#) or the [PDF version](#) available on the website to find a comprehensive summary of all the curriculum modules and the languages in which they are available. It includes essential information such as the target learners, the learning outcomes, a module overview, the mode of delivery and the duration of the training.

Find out more about where the modules were delivered

You can find out more about the delivery of the modules listed below by consulting the [EAC](#) section of the online report. Alternatively, click on the chart image below or use the QR codes to access the interactive charts for specific groups. Hyperlinks to consult the online catalogue for details of individual modules are also available.

The following grouping of modules was used according to thematic area or target group. Some modules are relevant to more than one area.

- Foundation and introductory modules provide essential information about the legal framework and fundamental rights applicable to asylum seekers. They also include training to build essential horizontal skills.
- Modules for asylum officials include core modules for case workers which provide a structured method for interviewing applicants, assessing their claims and deciding on whether they fit the criteria for international protection. There is also a wide range of modules dealing with areas of specialisation.
- Vulnerability modules ensure that vulnerable persons are identified and their needs met throughout the asylum process.
- Training in the area of reception looks at how obligations can be implemented practically to improve efficiency and the quality of reception conditions.
- Modules for trainers enable Member States to train their own trainers. National asylum and reception authorities can then construct training paths to suit the needs of their asylum and reception officials.



Foundation and introductory modules (including for first contact officers)

Foundation and introductory modules are aimed at persons starting work in the area of international protection or persons from other sectors who deal with asylum matters on a regular basis.

Foundation modules

- [Introduction to the legal framework on fundamental rights and international protection in the EU](#)
- [Introduction to ethical and professional standards](#)
- [Introduction to communication for asylum and reception practitioners](#)
- [Introduction to vulnerability](#)

Introductory modules

- [Introduction to international protection](#) (discontinued)
- [Professional well-being](#)
- [Working with an interpreter](#)
- [Interpreting in the asylum context](#)
- Interpreting in the reception context

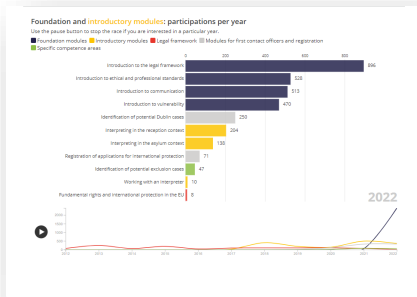
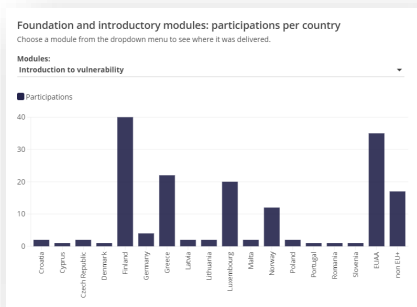
Modules for first contact officers and registration officers

- [Registration of applicants for international protection](#)
- [Identification of potential Dublin cases](#)
- [Identification of potential exclusion cases](#)



Other modules on legal framework and fundamental rights

- Common European Asylum System (replaced by ‘Introduction to the legal framework on fundamental rights and international protection in the EU’)
- Fundamental rights and international protection in the EU (replaced by ‘Introduction to the legal framework on fundamental rights and international protection in the EU’)
- International refugee law and human rights (discontinued)





Modules for asylum officials (core, advanced and specific)

These modules cover the essential knowledge required by asylum officials and modules which enable officials to specialise in a specific area of competence.

Core modules for caseworkers

- [Asylum interview method](#)
- [Evidence assessment](#)
- [Inclusion](#)
- Interview techniques (to be discontinued)

Advanced modules for caseworkers

- [Inclusion – Advanced](#)
- [Interviewing children](#)
- [Interviewing vulnerable persons](#)
- Drafting and decision-making (discontinued)

Specific competence areas

Country of origin information:

- [Country of origin information](#)
- [Medical country of origin information \(basic\)](#)
- [Medical country of origin information \(advanced\)](#)

Dublin III regulation:

- [Identification of potential Dublin cases](#)
- [Dublin III regulation](#)

Exclusion and end of protection:

- [Identification of potential exclusion cases](#)
- [Application of exclusion clauses for persons underserving of international protection](#)
- [End of protection](#)



Management and supervision:

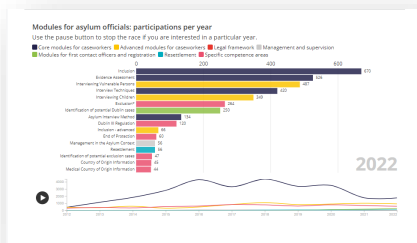
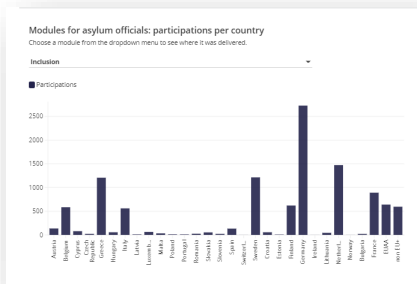
- [Management in the asylum context](#)

Resettlement

- [Resettlement](#) (this module is also relevant for reception officials)

Legal framework

- Asylum procedures directive





Vulnerability

The horizontal modules are relevant for any person working in the field of international protection or persons from other sectors who may come into contact with vulnerable persons at any stage of the asylum process. Other modules are specific to persons working in the context of asylum and/or reception.

Horizontal

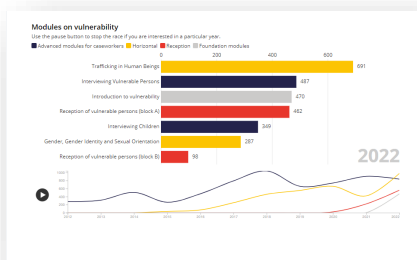
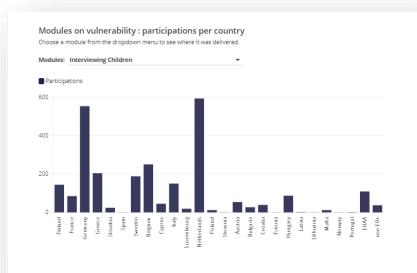
- [Introduction to vulnerability](#)
- [Gender, gender identity and sexual orientation](#)
- [Trafficking in human beings](#)

Asylum context

- [Interviewing children](#)
- [Interviewing vulnerable persons](#)

Reception context

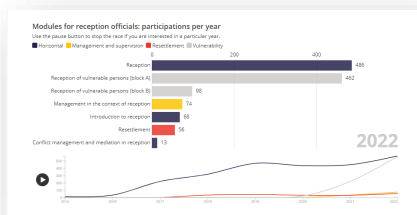
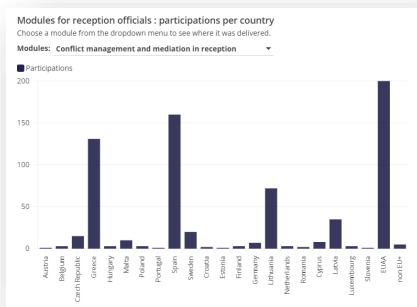
- [Reception of vulnerable persons – Block A](#)
- [Reception of vulnerable persons – Block B](#)



Reception

The agency has extended the range of training modules specifically focused on reception.

- Introduction to reception
- [Reception](#)
- [Reception of vulnerable persons – Block A](#)
- [Reception of vulnerable persons – Block B](#)
- Conflict management and mediation in reception
- Psychosocial support and guidance in reception
- [Management in the reception context](#)
- [Resettlement](#) (this module is also relevant for asylum officials)





Training for trainers

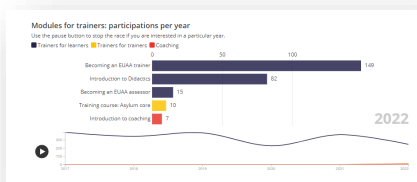
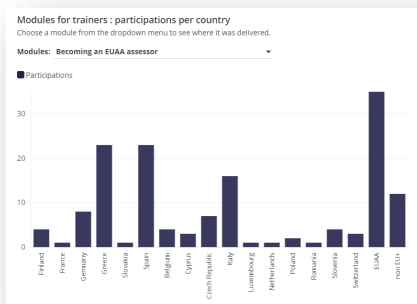
Member State officials who wish to become trainers and deliver national training sessions can gain the necessary knowledge and skills by following the modules which make up the trainer’s path. If they then decide to become a trainer for trainers, they should follow specific training related to the area in which they will train. Currently, this training is available for persons who wish to become trainers for trainers in the asylum core modules.

Trainers for learners

- [Becoming an EUAA trainer](#)
- [Becoming an EUAA assessor](#)
- [Introduction to coaching](#)
- Introduction to didactics (replaced by ‘Becoming an EUAA trainer’)
- Facilitating training via webinar

Trainers for trainers

- [Asylum core](#)



For interactive charts, consult the Annual Training Report 2022 [online](#)



You can use the links below to navigate easily to your area of interest.

> [Overview](#) gives you the **key facts and figures** on EUAA training in 2022, along with a focus on how training was used to support the response to the military aggression in Ukraine.

> [Training Activities](#) provides more details about the **wide range of training activities** carried out during the year.

> [Observations&trends](#) presents findings about **delivery trends and learner feedback**.

> [EAC](#) provides links to **EAC modules** and shows where they were delivered.



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