

Annual Training Report

2023



EUAA Annual Training Report 2023 Summary



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Overview

Key figures

The European Union Agency for Asylum offers specialised vocational training for asylum and reception officials who work with asylum-seekers and refugees. This report gives an overview of how EUAA training was used by EU+ countries in 2023 to build capacity across their asylum and reception systems.



As a hub of expertise, the European Union Agency for Asylum trains thousands of professionals working in the field of international protection. Last year the agency trained a record number of 7 577 officials across all training activities as part of permanent and operational support offered to Member States. With an overall attendance level of 13 708, it shows that many officials participated in several training sessions. This was an increase in participation rates of +6% compared to 2022.

7 577
asylum and
reception
officials trained

985
sessions
organised

13 708
attendance in
training
activities

91%
overall
satisfaction rate



Why we provided training

- The wide-ranging training offer from the European Asylum Curriculum enables professionals to build and consolidate the knowledge and skills necessary to implement the Common European Asylum System in a fair and transparent manner.
- By providing common training available to all EU+ countries, officials and other relevant stakeholders can harmonise practices so that any person seeking international protection will go through a similar procedure regardless of which Member State is assessing their application.



“Harmonising practices is first and foremost about ensuring that all national officials in Europe are trained to the same EU standards”

Nina Gregori

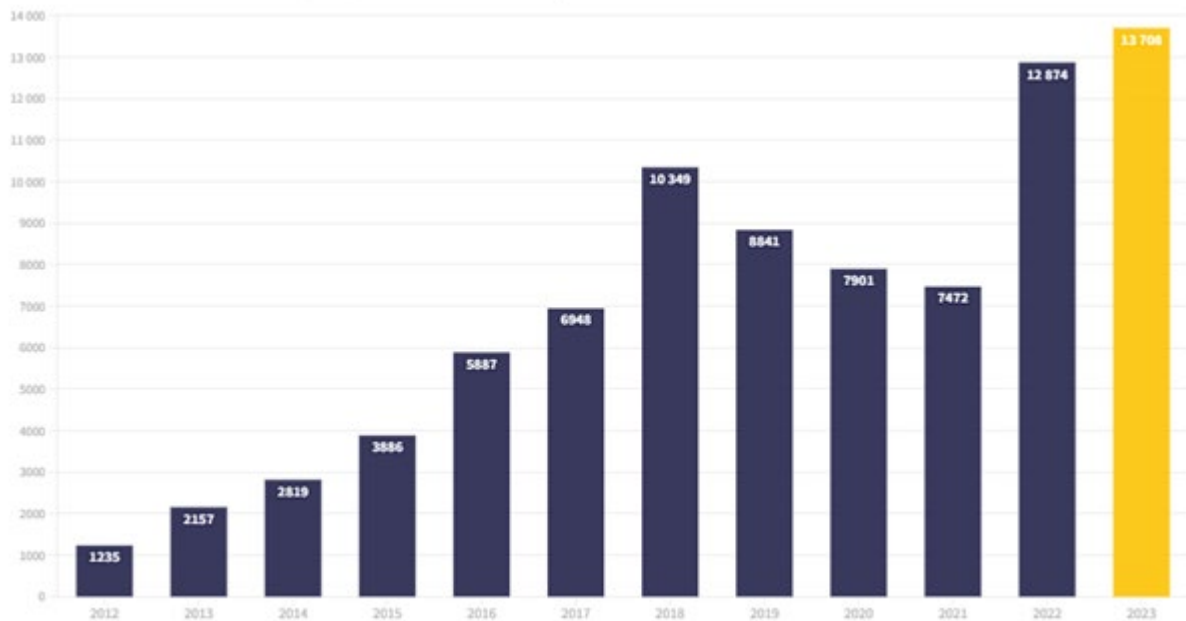
EUAA Executive Director

Training was delivered throughout the EU+ countries and included delivery of European Asylum Curriculum modules, training for trainers as well as training which has been tailor-made to cater to a specific training need or to the context of countries who have signed an operating plan with the EUAA.

In 2023, the total number of participations in training sessions reached 13 708. Since 2012, there have been 84 077 participations in EUAA training activities.

Operational training is one of the main pillars of support offered to Member State asylum and reception authorities experiencing a high influx of asylum-seekers. Recent years have seen an upsurge in the number of applications for asylum with over 1 million made in 2023. In addition, approximately 4.4 million displaced persons from Ukraine are currently benefiting from Temporary Protection Directive in Europe while the war in their country continues. These pressures have resulted in a high level of demand on asylum systems and reception facilities.

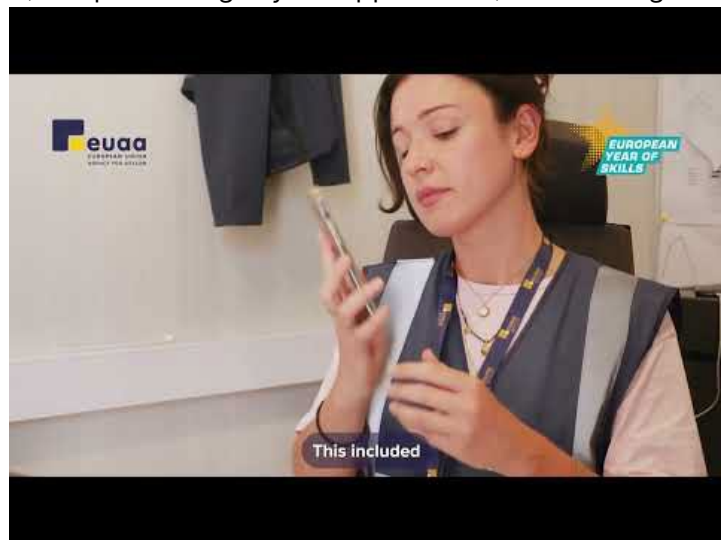


Figure 1. Participations in training activities 2012-2023

Source: EUAA

Meet our learners

Whether Member States are recruiting new staff or upskilling existing staff, the vocational training helps them to gain skills which can be directly applied in the workplace. Asylum officials have various responsibilities, like processing asylum applications, interviewing applicants, and deciding if they qualify for international protection. Reception officials help assist applicants from their arrival in a reception facility, providing information and support throughout their stay. It's a role that involves working with people from diverse backgrounds. Three officials shared how EUAA training has been invaluable for them in acquiring the necessary skills for their roles. They describe how working in the field of international protection can be challenging but are also very rewarding.

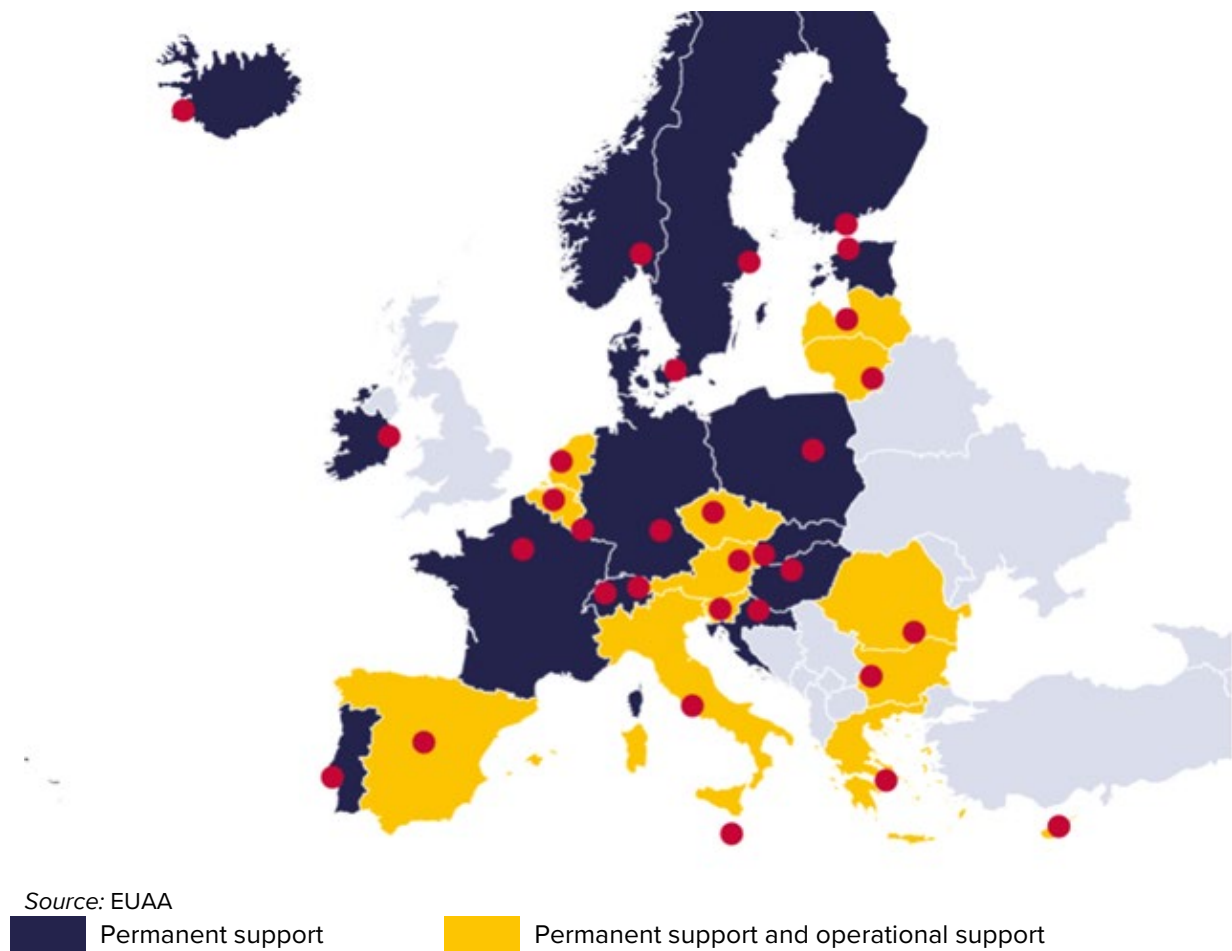


Where we delivered training

Overall training activities

EUAA's main training activities covered capacity building in the context of permanent support and operational support provided to Member States. We also delivered training in the context of international cooperation under roadmaps and other cooperation agreements, ad-hoc training, and staff training.

Figure 2. Overview of participations in EU+ countries in 2023



Where we delivered training

Training delivered under permanent support to EU+ countries



In 2023, training delivered in the context of permanent support saw a 44% increase in the level of participation in EUAA training compared to the previous year. This shows the importance that EU+ countries are placing on capacity building and convergence of practice. The training delivered to asylum officials focused on best practice in processing asylum claims and interviewing applicants, especially vulnerable persons. Vulnerability was also a key area of training for persons involved in providing standardised reception conditions for asylum seekers.

2 926

asylum and
reception
officials trained

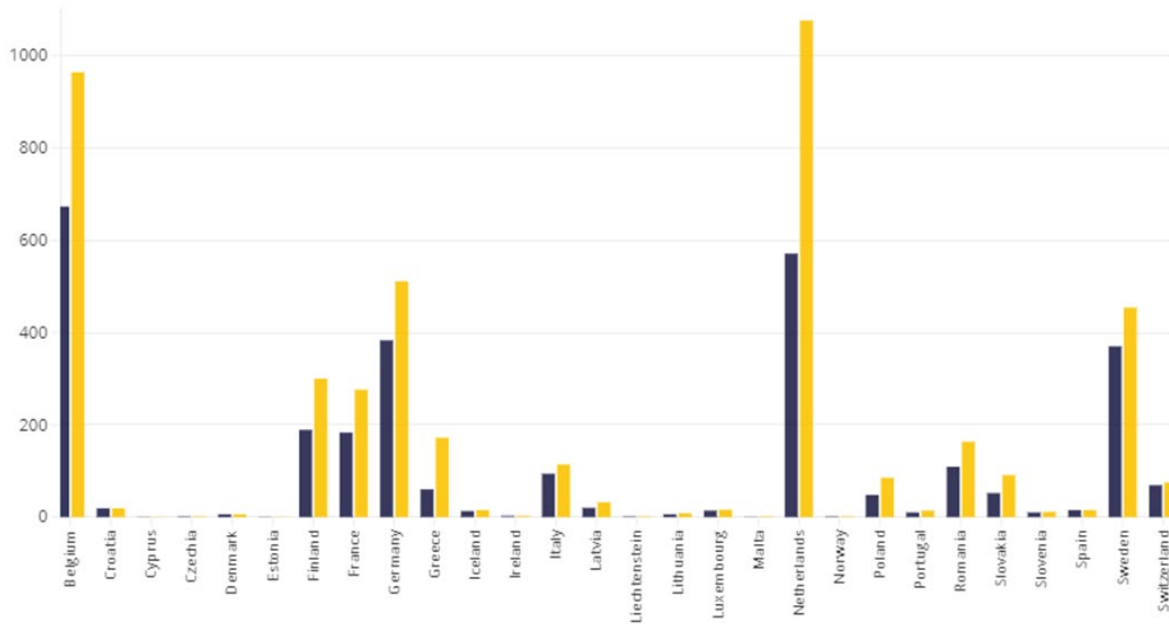
4 430

Participations in training
activities in the context of
permanent support

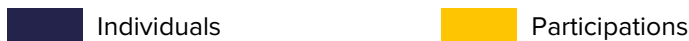
44% increase
in participation
compared to
previous year



Figure 3. Individuals and participations in training under permanent support in 2023 (EU+ countries)



Source: EUAA

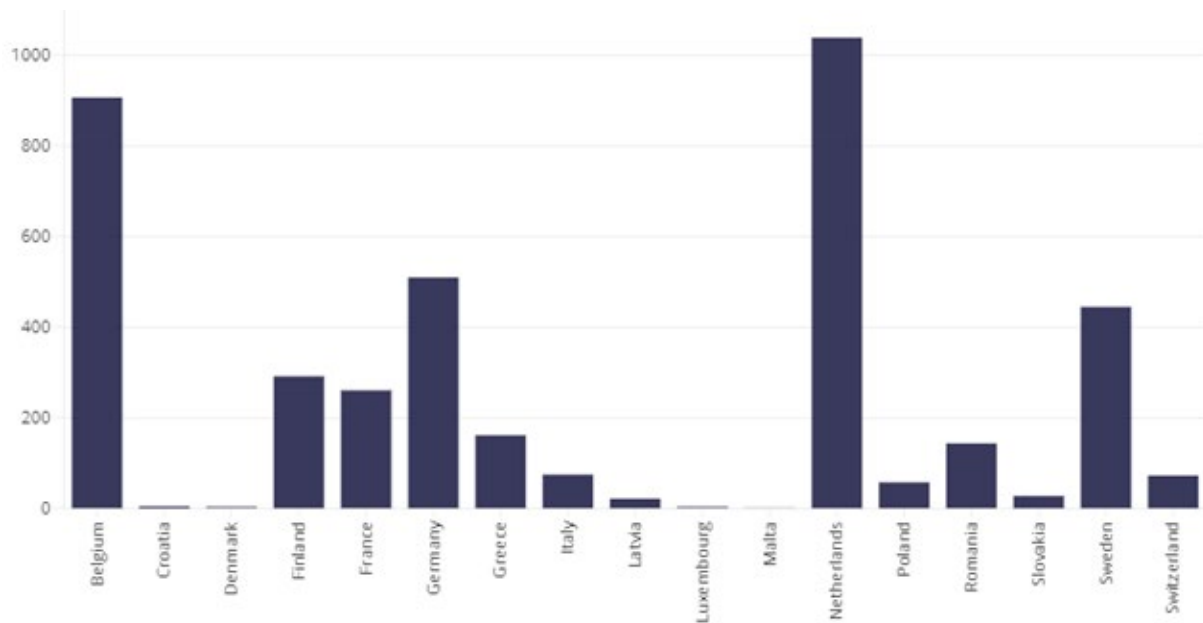


National training sessions

EUAA training was used to complement national training programmes. The Agency supported EU+ countries to set up and deliver national training sessions using curriculum modules. National sessions are organised autonomously by the national administrations and delivered by their national trainers who have been trained through the EUAA train-the-trainer methodology. When needed, the EUAA also provided trainers to support the delivery of national sessions.



Figure 4. Permanent support: participations in national training sessions in 2023 (per country)



Source: EUAA

Participations

Training for trainers

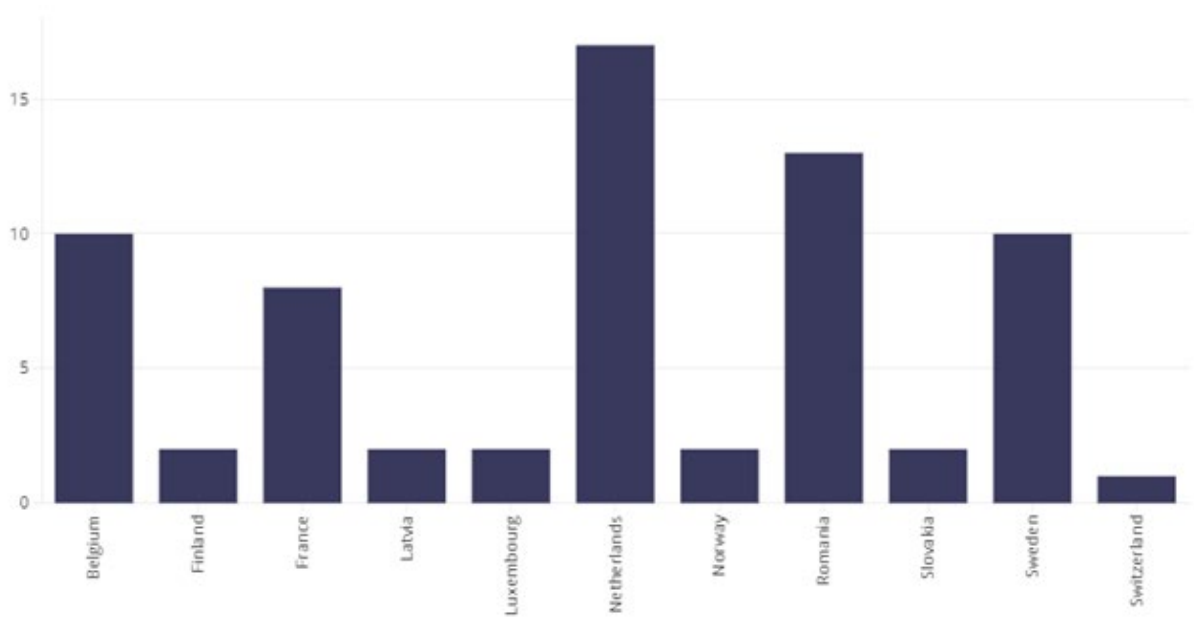


We use a train-the-trainer system as an effective and efficient way to deliver our training. This approach allows us to implement our mandate in terms of training through a multiplier effect. Member State asylum and reception officials with expertise in a particular area were able to follow modules which cover training techniques and the assessment of learning. Once Member State trainers demonstrate that they have the relevant knowledge and skills, they can deliver European Asylum Curriculum modules. This approach fosters high quality independence of Member State

training programmes. National trainers were also invited to take part in workshops and a trainers' conference to build on their training skills.



Figure 5. Permanent support: participation in training for trainers in 2023



Source: EUAA

 Participations

Training delivered in the context of operational support



The European Asylum Curriculum constituted the basis for the operational training with tailor-made training developed to address specific national training needs. On-the-job coaching and other professional development activities were also available.



There was a +5% increase in training delivered as part of operating plans signed with countries who are facing a high level of pressure on their asylum systems. Nearly 4 500 learners benefitted from EUAA organised training sessions ranging from foundation and induction courses for newly recruited staff and more specialised modules to consolidate existing knowledge and skills of experts providing operational support. In 2023, half of EU+ countries had signed operating plans with the agency.



In 2023, 4 482 individuals were trained within the context of operational plans, representing a total of 8 608 participations.

Figure 6. Participation under operational plans in 2023



Source: EUAA



Training asylum support teams

In line with its mandate, the EUAA provided training to experts who participated in asylum support teams, both before their participation in operational activities, as well as upon and during their deployment, as necessary. Experts followed training that introduced them to the Agency and its mandate, as well as to key elements relevant to their work in an EUAA Operation. Also, training was provided upon deployment, to familiarise the experts with their concrete roles and tasks in a particular Operation. Depending on the profiles and level of expertise of members in asylum support teams, EUAA may also provide them with further thematic training, based on Modules of the European Asylum Curriculum, with an aim to ensure that they perform their tasks effectively whilst providing operational and technical assistance in Member States.

Figure 7. Asylum support teams – Initial training per profile in 2023



Source: EUAA

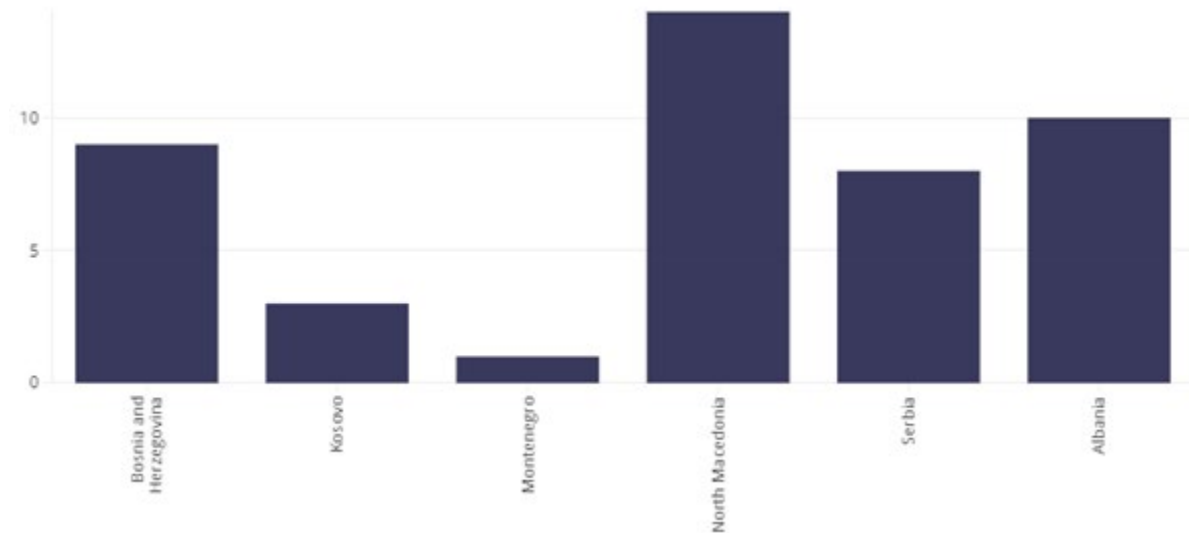


Other contexts

International cooperation

In addition, training was delivered in countries collaborating with the EUAA under as part of the external cooperation strategy.

Figure 8. Non-EU+ participations in EUAA training in 2023



Source: EUAA

 Participations

Other training

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



Trends in training delivery

Modules launched in 2023

In 2023, the EUAA launched seven new or upgraded modules. The new transversal modules are relevant for all persons working in the field of asylum and reception. The vulnerability modules expand the offer of modules in this thematic area. Introduction to Reception enables newly recruited staff to understand the reception context and Reception of vulnerable persons applies the knowledge in the context of ensuring that the specific reception needs of vulnerable persons are met in line with European standards.

Transversal modules	Reception modules
<ul style="list-style-type: none"> • Professional wellbeing • Working with an interpreter • Applicants with diverse SOGIESC • Victims of gender based violence • Children in the asylum process 	<ul style="list-style-type: none"> • Introduction to reception • Reception for vulnerable persons: needs assessment and design of interventions - Block B

Spotlight on the development of 'Applicants with diverse SOGIESC' module



"As a content expert, I was honoured to contribute to the development of the new SOGIESC training module. This project held particular value for me because it deepened my own understanding of SOGIESC issues, and the challenges faced by this community. Developing the module allowed me to combine my passion for human rights and training with my expertise in asylum. This module equips asylum and reception officials with the crucial skills they need to effectively handle claims based on sexual orientation, gender identity, and sex characteristics. The training goes beyond

definitions. It fosters a deeper understanding of SOGIESC issues and equips officials with the soft skills necessary for respectful and inclusive communication, allowing them to approach sensitive topics openly and in an unbiased manner. The module trains officials to create safe and respectful environments where they can identify specific needs of SOGIESC applicants and apply necessary safeguards. By building rapport and trust, officials can empower applicants to effectively substantiate their claims."

Eirini Marinou

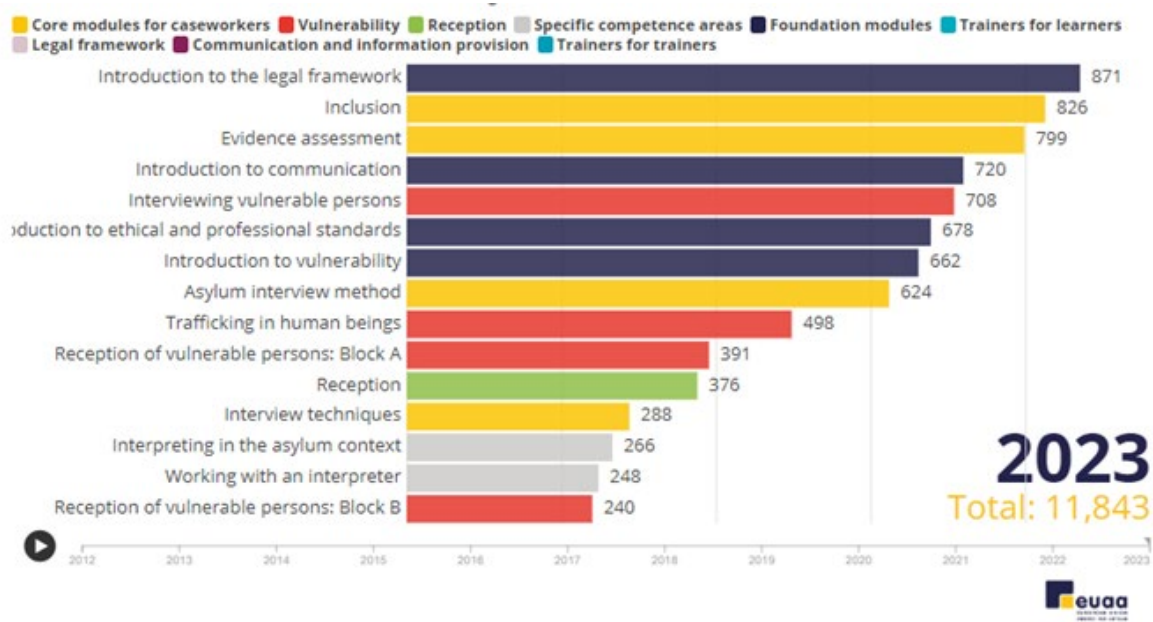
Content expert and trainer,
Greek Asylum Service



Trends in delivery

The EUAA has been delivering training since 2012. You can explore the trends in delivery by clicking on the link to see the visualisation. You can then use the dropdown menu to see which countries delivered training in specific modules and pause the timeline to see trends in delivery for a specific year.

Figure 9. Participations in modules between 2012 and 2023



Source: EUAA

Explore by content area

We recommend that you consult the online version of the Annual Training Report 2023 [Trends in Training Delivery](#) page to explore the training trends per content area. The modules have been categorised by target group and thematic area (some modules may be relevant for more than one area). Our training is vocational and developed to support asylum and reception officials to do their job more effectively. For each group of modules you can also learn more about the roles and responsibilities of officials working in the sector and examples of training which would be relevant for them.



How our vocational training is linked to job tasks

Testimonials



"My role is to coordinate the team for the interpretation purposes. To have people speak up about their origins is very important. By providing interpretation, you give the ability to people to speak about their stories and explain their situation."

Tassos, Information systems expert

"As a caseworker my tasks are to conduct interviews, use country of origin information. The most rewarding part of my job is to give people who genuinely need international protection the protection and rights they deserve. I have followed training on

interviewing vulnerable persons which was very helpful for conducting interviews with certain groups and minorities."

Costas, Caseworker

"I am currently team leader for registration activities on behalf of the EUAA in the camp of Pournara, Cyprus. Every morning we have a coordination meeting to arrange the interpretation services and rooms for the face-to-face registration activities. Then we begin the registration



activities, information provision and when necessary, vulnerability assessments."

Vasilis, Registration expert

"We are one of the first points of information on the asylum procedure so asylum seekers know what their rights are. We also let them know where they can get extra assistance if they are a vulnerable group. I have attended training by the EUAA that was very useful for everyday work including training on the Dublin regulation, on vulnerability and management in the asylum context. This has definitely helped me in stress management and quality management."



Lava, EUAA information provision expert

You can find more testimonials and learner feedback by consulting the online [Annual Training Report](#).



Find out more about EUAA Training

Visit the [EUAA Learning Portal](#) where you can find information about training including:

- [a filterable catalogue](#)
- key documents
- [newsletters](#)
- [training plans](#)
- featured videos

You can also consult other [key documents](#) on the EUAA website for a comprehensive summary of all the training modules and the languages they are available in. It also includes essential information on each module, such as the target learners, duration, learning outcomes, overview and aim. You will find information on the assessment strategy on the pages of training modules for which assessments are available.

Check if you are eligible to participate in EUAA training sessions

The main target groups for the EUAA's training and learning activities are staff from EU+ countries' asylum and reception authorities, including Member State experts who are deployed in the context of the EUAA's operational support activities. Participation is extended, where possible, to other actors. The EUAA endeavours to maximise participation in its training activities. However, access to training remains at the discretion of the EUAA in accordance with the EUAA's mandate and Member States' training needs. We therefore invite you to respond to the questions using the interactive [admissions procedures tool](#) to find out if you are eligible to take part.





Definitions

An asylum-seeker is a person requesting international protection due to the risk of persecution or due to risk of being ill-treated or being subjected to other serious harm in his or her home country.

The Common European Asylum System (CEAS) is a framework of agreed rules which establish common procedures for international protection to ensure fair and humane treatment of applicants. The CEAS has been reformed with the new pact on migration and asylum which was adopted in April 2024.

The European Asylum Curriculum is made up of a wide range of modules which have been developed in close collaboration with experts from Member States and external experts with extensive knowledge and experience on the specific topics and integrate expertise from the EUAA's Asylum Knowledge Centre and Operational Support Centre. Training modules are reviewed by the EUAA Reference Group, whose members include experts from the European Council on Refugees and Exiles, the Office of the United Nations High Commissioner for Refugees and the European Commission.

To find out more about the EUAA mandate, you can consult [Regulation \(EU\) 2021/2303](#) of the European Parliament and of the Council of 15 December 2021 on the European Union Agency for Asylum and repealing Regulation (EU) No 439/2010

The [EUAA external cooperation strategy](#) aims to support the full alignment of candidate and potential candidate countries with the norms and standards of Common European Asylum System and to assist other selected partner third countries in enhancing their asylum and reception system. The EUAA provides Member States with enhanced support in their resettlement, humanitarian admission activities, and complementary pathways for third-country nationals in need of international protection.

International protection means actions aimed at protecting the fundamental rights of a specific category of persons outside their countries of origin, who lack the national protection of their own countries. Under the European legal framework, this protection includes the granting of refugee status and subsidiary protection status.

The EUAA is mandated to rapidly mobilise resources and expertise in order to support Member States whose asylum and reception systems are under disproportionate pressure and to assist them in implementing their obligations within the framework of the CEAS. An integral part of the operational support offered is capacity building and training.

As an integral part of the CEAS, the EUAA has been mandated to develop the European Asylum Curriculum as part of the permanent support provided to EU+ countries. EUAA training gives a European perspective as all content is based on established common procedures and complements national training which may focus on the application within the national context.



A refugee is a person who has been recognised as being in need of international protection. According to the Geneva Refugee Convention, a refugee is a person who ‘owing to well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, is outside the country of his nationality and is unable or, owing to such fear, unwilling to avail himself of the protection of that country’.

To find out more about roadmaps and other cooperation agreements you can visit the EUAA website [page](#) where the agreements between partner countries can be downloaded.

SOGIESC is an acronym for Sexual orientation, gender identity, gender expression and sex characteristics. People with diverse SOGIESC is an umbrella term for all people whose sexual orientations, gender identities, gender expressions and/or sex characteristics place them outside culturally mainstream categories.

On 4 March 2022, the Temporary Protection Directive ([Council Directive 2001/55/EC](#)) was activated to ensure the protection needs of millions of people fleeing the Russian 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.

To read the full report online scan:





Chart library

Click on the hyperlinks below to open interactive charts:

[Figure 10. Participations in training activities 2012-2023](#)

[Figure 2. Overview of participations in EU+ countries in 2023](#)

[Figure 3. Individuals and participations in training under permanent support in 2023 \(EU+ countries\)](#)

[Figure 4. Permanent support: participations in national training sessions in 2023 \(per country\)](#)

[Figure 5. Permanent support: participation in training for trainers in 2023](#)

[Figure 6. Participation under operational plans in 2023](#)

[Figure 7. Asylum support teams – Initial training per profile in 2023](#)

[Figure 8. Non-EU+ participations in EUAA training in 2023](#)

[Figure 11. Participations in modules between 2012 and 2023](#)



