Annual Training Report 2024

euaa
EUROPEAN UNION
AGENCY FOR ASYLUM

EUAA Annual Training Report 2024

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Contents

List of abbreviations

Term	Definition
AMMR	Asylum and Migration Management Regulation
CEAS	Common European Asylum System
Dublin III regulation	Regulation (EU) No 604/2013 of the European Parliament and of the Council of 26 June 2013 establishing the criteria and mechanisms for determining the Member State responsible for examining an application for international protection lodged in one of the Member States by a third-country national or a stateless person (recast)
COI	Country of Origin Information
EUAA	European Union Agency for Asylum
EUAA Regulation	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
EU	European Union
EU+ countries	Member States of the European Union and associated countries
MedCOI	Medical Country of Origin Information
Member States	Member States of the European Union
MFHEA	Malta Further and Higher Education Authority
LMS	Learning Management System
TNA	Training Needs Analysis
THB	Trafficking in human beings

Foreword

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As we reflect on 2024, I take great pride in the strides the European Union Agency for Asylum (EUAA) has made in advancing its training mandate, especially given the challenges shaping the asylum and reception context. This background underscores the pivotal role that the EUAA's Training and Professional Development Centre plays in supporting national administrations in implementing the Common European Asylum System.

A key highlight of 2024 was the accreditation of the EUAA's Training and Professional Development Centre as a licensed qualifications provider, marked by the launch of the EUAA Academy. This accreditation is a significant milestone for the Agency, as our training now enjoys full international recognition in line with the European Qualifications Framework. It enhances the credibility and reach of our modules, reinforcing the EUAA's position as the leading provider of asylum and reception training.

Since the European Asylum Curriculum was introduced in 2012, we have seen remarkable progress in the reach and impact of our training initiatives. In 2024, we surpassed 100 000 participants benefiting from EUAA training, showcasing both the scale of our efforts and the growing demand for high-quality, consistent training across Europe. Our ability to respond to evolving situations and humanitarian emergencies remains crucial in helping Member States meet their obligations under EU law.

The ongoing war in Ukraine continued to test Europe's reception systems in 2024. The EUAA remained steadfast in supporting Member States through training, ensuring they could effectively meet their legal obligations. Independent evaluations of the Operational Plans provided valuable insights into our training's effectiveness, highlighting its role in strengthening national officials' skills. Additionally, we made significant progress in enhancing our training data infrastructure and revising our Training Needs Analysis methodology, successfully implementing these to create tailored training plans that address specific needs. The passage of the European Pact on Migration and Asylum last May, and the two-year transition period before its full entry into force, will shape much of the Agency's work in the coming years. The Pact represents a major shift in the EU's approach to migration and asylum, and the EUAA will continue to support Member States throughout and beyond this transition.

I always believed that the future of the EUAA Academy is bright, and I am sure it will remain central to the Agency's work and its mission to support Member States under pressure. Training and professional development are essential to the success and sustainability of the EU's asylum and reception systems, and the EUAA Academy is well-prepared to meet the challenges and opportunities ahead.

Nina Gregori

EUAA Executive Director

Preface

This year has marked a pivotal moment in the professionalisation of the asylum and reception sector. With the approval of the European Pact on Migration and Asylum last May, we are witnessing a growing commitment from Member States to provide robust training for their asylum and reception officials. The Agency remains steadfast in its support, working to build a strong learning infrastructure that will drive progress and foster consistency across the sector. Our recent accreditation as a qualifications provider officially recognises this commitment.

Our primary goal is to deliver targeted, fit-for-purpose training for frontline professionals, ensuring that the knowledge, skills and competencies they acquire align with EU standards. This approach will contribute to greater convergence across Member States and reduce discrepancies in the implementation of the legal framework.

The EUAA is ready to lead this transformation. Beginning in 2025, we will offer accredited qualifications for officials who complete specialist training and assessments, marking a new era of recognised professional development within the sector. This is just the beginning – we aim to accredit 10 additional training modules, further expanding our reach and impact. As we move ahead, we are thrilled to announce the development of the first-ever master's degree programme in Asylum and Reception Management, opening new career opportunities and supporting the retention of skilled personnel within this vital sector. This initiative, alongside our expanding portfolio of training, directly aligns with the demands of the Pact, which will reshape training requirements for asylum and reception authorities when it enters into full application in 2026.

Our ambition extends beyond increasing our reach. We are dedicated to maintaining the highest standards of quality in all our educational activities, ensuring that our training initiatives have a measurable impact on the efficiency and effectiveness of asylum and reception authorities across the EU. We are determined to stay at the cutting edge, continually improving and expanding our training offerings to meet both present and future challenges.

Finally, I would like to extend my heartfelt thanks to all those who have believed in this vision and supported us in making it a reality. Their unwavering commitment and trust have been vital to the success we are celebrating today. Looking ahead, we are excited to continue building on these strong partnerships as we drive the future of asylum and reception in Europe, ensuring a more professional, skilled and resilient sector for the challenges ahead.

Rachelle Cortis

Head of the Training and Professional Development Centre

Executive summary

The EUAA Annual Training Report provides a comprehensive overview of the European Union Agency for Asylum's (EUAA) training activities throughout 2024. It highlights the Agency's continued contribution to the Common European Asylum System (CEAS) and its efforts to support Member States in adapting to the new requirements of the Pact on Migration and Asylum, approved by the European Parliament in May 2024.

Policy context

The EUAA's training activities are guided by the EUAA regulation which came into force in January 2022, having replaced the European Asylum Support Office (EASO) Regulation of 2010. Under Article 8 of the EUAA Regulation, the Agency is mandated to develop high-quality training that promotes best practices in implementing EU asylum law. This training aims to professionalise asylum systems across Member States, ensuring that asylum procedures are efficient, fair, and aligned with EU legal standards.

The Agency's training supports Member States in building capacity and cohesion in asylum systems, aligning with the objectives of the Pact on Migration and Asylum. While the Pact will not apply in full until 2026, the EUAA's training initiatives ensure that Member States are prepared to adopt its measures, including more efficient asylum processes and enhanced solidarity and responsibility-sharing.

Main findings and achievements

In 2024, the EUAA significantly expanded its training activities, including a 50% increase in operational support and a 13% rise in participation in permanent support frameworks. This growth reflects the Agency's successful response to rising migration pressures, including in countries such as Greece, Spain, Slovenia and the Netherlands, where tailored training included areas such as vulnerability identification, reception procedures and human trafficking. Additionally, the growth in participation reflects the broader geographic demand for training, including in countries like Luxembourg and Ireland.

The EUAA reached a key milestone with its accreditation by the Malta Further and Higher Education Authority (MFHEA) as a qualifications provider. This accreditation allows the Agency to offer internationally recognised qualifications in asylum and reception, strengthening its role in the professionalisation of the sector.

The European Asylum Curriculum expanded to 50 modules, and 205 officials obtained the EUAA trainers' and assessors' qualification, significantly enhancing the Agency's capacity. The launch of the revised Training Needs Analysis (TNA) methodology, which uses desk research, stakeholder surveys and prioritisation matrices, allows for more tailored training plans that address specific needs in Member States.

Key conclusions

The EUAA made significant progress in meeting the growing demand for asylum and reception training across the EU in 2024. Key achievements include increased training delivery, the introduction of internationally recognised qualifications, and the development of a more targeted approach through the revised TNA methodology. These efforts are vital in preparing Member States for the full application of the Pact on Migration and Asylum in 2026.

The expansion of the European Asylum Curriculum, along with new trainers and the positive feedback from participants, further highlights the relevance and quality of the EUAA's training. With 2024 marking the milestone of over 100 000 participants trained since the European Asylum Curriculum was established, the Agency continues to play a central role in strengthening asylum and reception systems across Europe.

Future work

Looking ahead, the EUAA is committed to expanding its training offerings to meet the evolving needs of Member States. The Agency plans to introduce additional accredited modules to support Member States in preparing for the Pact's legal requirements, while also providing opportunities to earn internationally recognised qualifications. The launch of a European Master's in Asylum and Reception Management will further contribute to this goal. These initiatives will ensure that asylum and reception officials are well-equipped to manage asylum procedures in line with EU standards, strengthening the professionalisation of the sector and contributing to greater convergence across EU asylum systems.

Quick guide

This report reviews the EUAA's 2024 training activities, highlighting developments such as the Agency's accreditation as a qualifications provider, the expansion of the European Asylum Curriculum, and the introduction of new trainers and assessors. It also outlines the launch of the revised Training Needs Analysis methodology, which addresses the evolving needs of Member States.

The report emphasises the EUAA's role in preparing Member States for the future application of the Pact on Migration and Asylum, particularly in meeting its new legal provisions. It also introduces the upcoming European Master's in Asylum and Reception Management. Looking ahead, the EUAA will continue to expand its accredited training offer, ensuring that asylum and reception officials across Europe are equipped to manage asylum procedures in line with EU standards and the evolving migration landscape.

1. Overview

1.1 Introduction

The Annual Training Report is designed to provide a comprehensive overview of the training activities conducted throughout the year. It adopts a descriptive and exploratory approach, aiming to document the scope, reach, and users' views of the impact of its training modules. The primary objectives of this report are to outline the main findings in relation to previous years, highlight key trends and patterns observed across training sessions (including user feedback), consider the context of training needs analysis and operational plans, and highlight forthcoming developments.

After opening with a forward from the EUAA's Executive Director and an executive summary, Chapter 1 *Introduction* presents the objectives and methodology, providing an outline of the report. Chapter 2 *Training activities* provides data outputs and visualisations that provide an overview, a discussion of Training Needs Analyses (TNAs) and evaluations of operational plans, as well as discussing accredited modules. Chapter 3 *Trends* presents data outputs and visualisations that illustrate changes across key variables and includes associations and an exploratory data analysis. Chapter 4 *User experience, conclusions and future focus* outlines the Training Catalogue and Plan, and provides analyses of feedback from training sessions, as well as testimonials, followed by overall conclusions and future activities planned at the EUAA.

The insights gained from this report can inform future training strategies, help in refining module content, and enhance the overall effectiveness of the EUAA's training initiatives. By examining the types of training provided, the context and characteristics of modules and sessions, and the feedback received, the report offers a rich source of information for stakeholders interested in asylum and migration issues. Training plays a crucial role in supporting Member States' implementation of the Common European Asylum System and enabling the EUAA's mission to support the convergence and quality of the asylum process across the European Union. With the EUUA's recent accreditation by the MFHEA as a training academy, it serves as a key document for understanding the current state of training within the Agency and Member States, and for guiding future developments in this critical area.

1.2 EUAA training data

The EUAA systematically collects, processes and analyses a broad range of data related to its training activities. This data-driven approach ensures that training initiatives remain effective, relevant and aligned with the evolving training needs of Member States. The collected data serves two key purposes: assessing training efficiency and evaluating training effectiveness. Both aspects contribute to a structured approach for continuous improvement, strategic planning and informed decision-making.

Training efficiency metrics provide a quantitative overview of EUAA training activities, measuring overall training participation and delivery. These metrics include *participation figures* across different training activities, the *number of learners trained*, and the total *number of training sessions* delivered.

To evaluate **training effectiveness**, the EUAA analyses key performance metrics that reflect learner engagement and training outcomes, such as *completion rates*, indicating the percentage of learners who successfully complete a training activity; *response rates*, reflecting the level of engagement with feedback forms; and *satisfaction rates*, capturing participants' feedback on training content, teaching methods and overall learning experience.

By systematically analysing both efficiency and effectiveness data, the EUAA ensures that its training activities are accessible, relevant and impactful while continuously enhancing training quality.

Efficiency
Training Record
Learning Management System (LMS)

- Participation across different training activities
- Number of learners trained
- Number of training sessions delivered

Effectivness
Learner Feedback Questionnaire

- Completion rate, indicating how many learners completed the training activity
- Response rate, reflecting engagement with feedback forms
- Satisfaction rate, based on feedback on training content, teaching methods and learning experience

While the contextual trends and comprehensive impact assessment are still under development and yet to be fully examined, this remains a key focus for the future. The ongoing efforts aim to evaluate the long-term effect of training. This includes examining how training initiatives remain aligned with broader developments in asylum and reception systems. Establishing correlations between training data and asylum-related trends will enhance future strategies for evaluating the real impact on asylum and reception procedures. By integrating these factors into training data, along with analysing key legislative developments, policy changes and operational challenges faced by national authorities, the EUAA aims to anticipate emerging needs and adjust training priorities accordingly.

Training Data Management Process

The EUAA follows a structured and standardised approach to managing training data to ensure efficiency, accuracy, consistency and reliability. The process begins with data collection, where training-related information is recorded through participant registration. This data is securely stored, ensuring compliance with data protection regulations.

Once collected, the data is integrated into the Learning Management System (LMS), which serves as the central platform for monitoring and managing training activities. The LMS allows for the tracking of enrolments, completion statuses and performance metrics. It also enables surveys to be distributed, and participant feedback collected, to be automated, facilitating comprehensive data aggregation.

From the LMS, data is transferred to a central data warehouse, where it undergoes processing to ensure accuracy, completeness and consistency. This step involves data transformation, validation and integration to align with predefined analytical frameworks. The data warehouse serves as the primary repository for structured data analysis, supporting trend analysis and ensuring consistency and readiness for further evaluation.

The EUAA employs advanced analytical tools, including Power BI, to visualise trends, generate structured reports and conduct in-depth evaluations of training activities. These tools enable data-driven decision-making by providing a clear insight into key efficiency and effectiveness metrics.

Maintaining data quality and governance is a key priority through the process. A data-quality management system ensures that training data is accurate, complete and systematically verified. Clear roles and responsibilities are established for data collection, validation and analysis, with standardised procedures in place to minimise inconsistencies. Overarching data governance policies regulate security, compliance and integrity, ensuring adherence to EU data protection standards.

By applying this structured methodology, the EUAA ensures that training data is not only reliable, but also actionable. The comprehensive collection, processing and analysis of training data contribute to evidence-based decision-making, continuous improvements, and the long-term impact of the EUAA's training initiative.

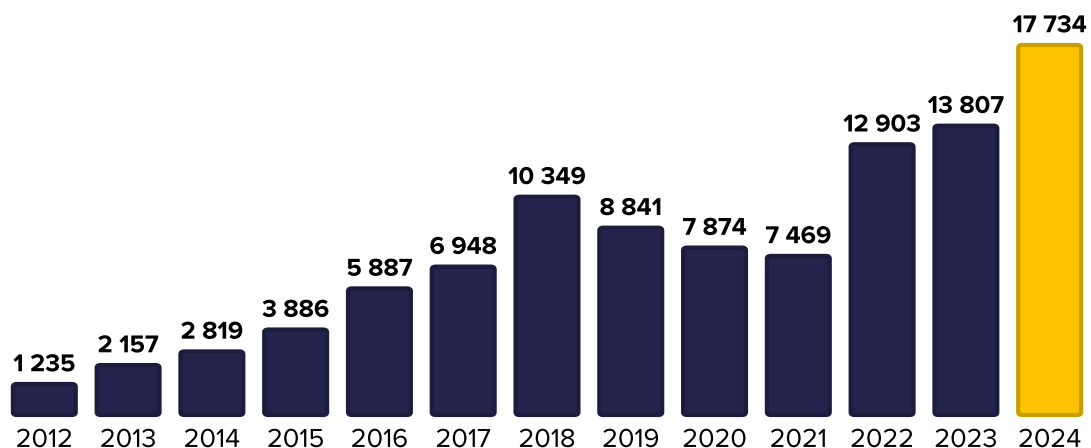# 2. Training activities in 2024

2.1 Key figures

The European Union Agency for Asylum offers specialist vocational training for asylum and reception officials who work with asylum seekers and refugees. This report gives an overview of how EUAA training was implemented in EU+ countries in 2024 to build capacity across their asylum and reception systems.

10 425 asylum and reception officials	**1 217** training sessions completed	**17 734** attendance in training activities	**89%** overall satisfaction rate

As a hub of expertise, the European Union Agency for Asylum trains thousands of professionals working in the field of international protection. In 2024, the Agency trained a record 10 425 officials across all training activities offered. With an overall attendance level of 17 734, it shows that many officials participated in several training sessions.

Figure 1. Total participations in EUAA training activities 2012-2024

Source: European Union Agency for Asylum (EUAA)

In 2024, there were a record 17 734 individual participations[1] in training activities in 1 217 completed sessions delivered in 18 languages. Since 2012, there have been 101 909 participations in EUAA training activities, with significant attendance since 2022.

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[1] The difference between 'learners trained' and 'participations' is that individual learners can attend multiple sessions. Therefore, 'participations' reflects the total amount of training undertaken/delivered, while 'learners trained' represents the actual number of people undertaking training.
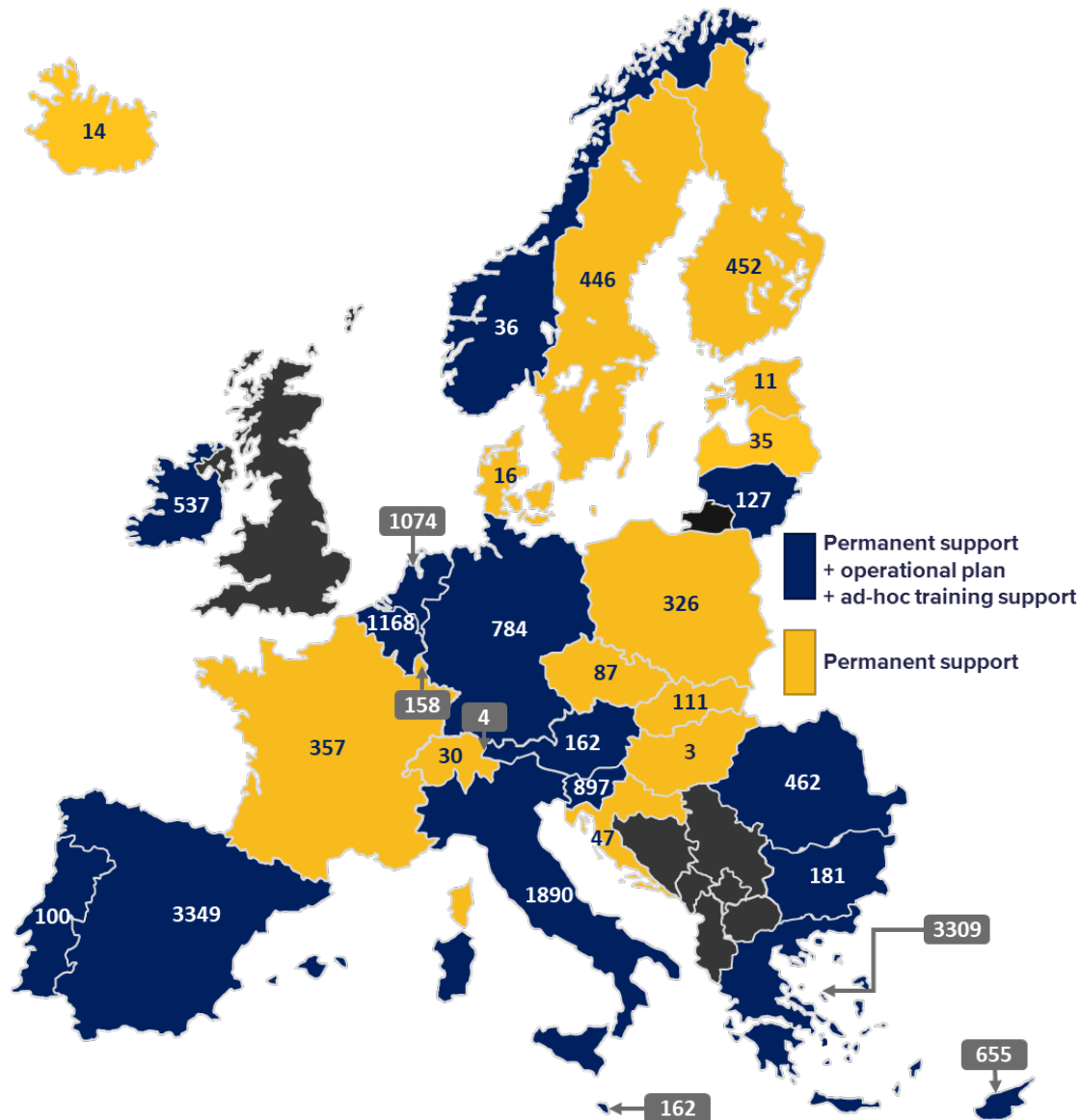
2.2   Overall training activities

The 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 support and EUAA staff training.

Training participation within the context of operational support accounted for 65% of total participations in 2024. Almost 3 out of 10 participations (29%) were recorded within the context of permanent support. Other support (ad hoc training plans, international cooperation, EUAA staff) accounted for 6% of total participations

Figure 2. Participations per category of training support in 2024

Operational support (65%)
Participations: 11 509

Permanent support (29%)
Participations: 5 068

Other support (7%)
Participations: 1 157
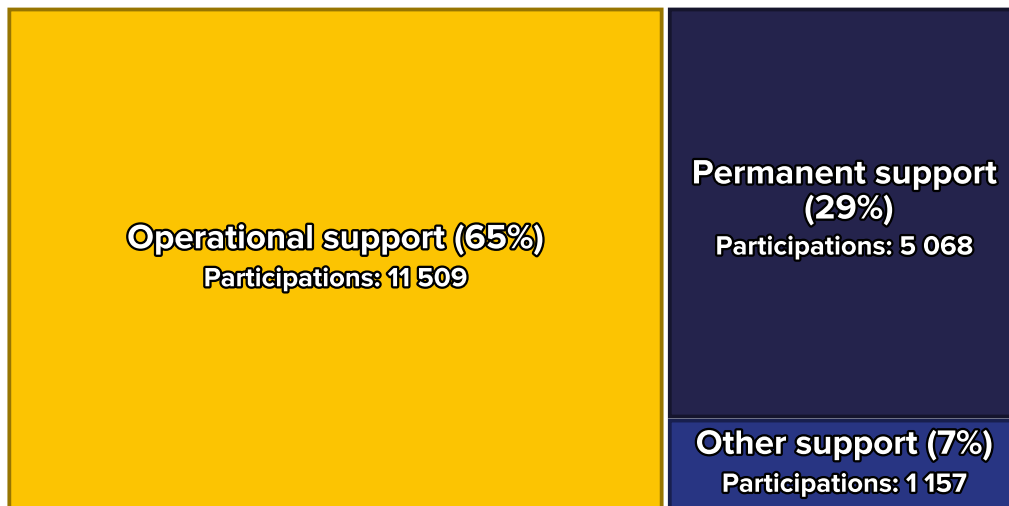
Source: European Union Agency for Asylum (EUAA)

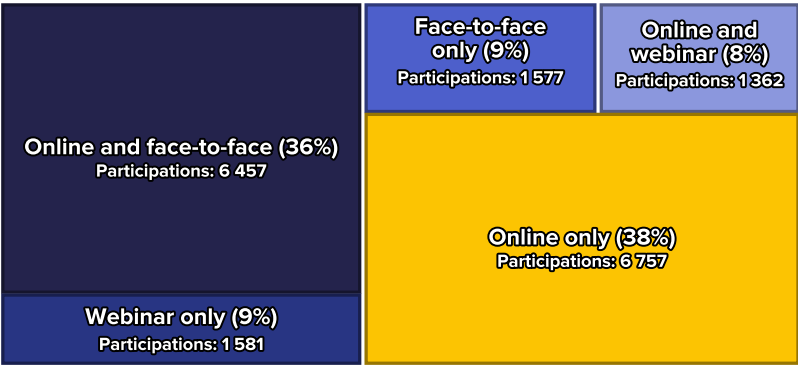**Figure 3. Map - Overview of participations in EU+ countries in 2024**

Source: European Union Agency for Asylum (EUAA)

In 2024, nearly half of all EUAA training participations were recorded in in Spain, Greece and Italy.

The 10 countries with the highest participation in EUAA training activities were supported within the context of permanent support, operational plans or ad hoc training support. These countries and their respective participation numbers were as follows: Spain (3 349), Greece (3 309), Italy (1 890), Belgium (1 168), the Netherlands (1 074), Slovenia (897), Germany (784), Cyprus (655), Ireland (537) and Romania (462).

Additionally, EUAA training participations were recorded as follows: Finland (452), Sweden (446), France (357), Poland (326), Bulgaria (181), Austria (162), Malta (162), Luxembourg (158), Lithuania (127), Slovakia (111) and Portugal (100).

Figure 4. Delivery of training sessions in 2024

Online and face-to-face (36%)
Participations: 6 457

Face-to-face only (9%)
Participations: 1 577

Online and webinar (8%)
Participations: 1 362

Online only (38%)
Participations: 6 757

Webinar only (9%)
Participations: 1 581

4 out of 10 training sessions were delivered in a blended format, including both online and face-to-face components.

Fully online training accounted for nearly 3 out of 10 attendances.

Source: European Union Agency for Asylum (EUAA)

2.3 Training delivered in the context of permanent support to EU+ countries

In 2024, training delivered in the context of permanent support saw a 13% 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 practices.

2.3.1. Overview of training delivered in the context of permanent support to EU+ countries

3 237
asylum and reception officials

5 030
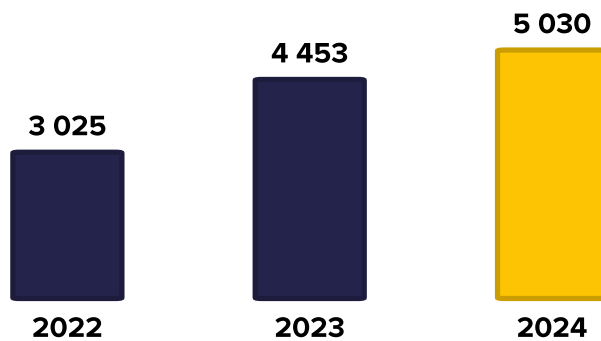Participations in training activities

The EUAA's training activities are tailored to the needs of asylum and reception authorities, frontline officials and other relevant stakeholders. These initiatives are vital in addressing the challenges posed by evolving asylum-related issues, ensuring that personnel involved in the asylum and reception process are equipped with the knowledge, tools and professional competencies they need. By strengthening skills and expertise, the EUAA upholds the values and humanitarian traditions of the EU.

In the context of permanent support activities, the EUAA focuses on both induction training for new staff and the continuing professional development of more experienced officials. Through a combination of in-person and online training, the EUAA fosters the exchange of expertise and cooperation between Member States. In 2024, the upward trend in training participation continued, with 5 030 participations in 2024 compared with 4 453 in 2023.

Figure 5. Training participations in the context of permanent support to EU+ countries, 2022-2024

Source: European Union Agency for Asylum (EUAA)

In 2024, there was a marked increase in training participation within the context of permanent support, rising by 13% to 5 030 participations, compared to 4 453 participations in 2023. This increase highlights a growing demand for training, despite the increase not being uniformly distributed across training modules.

The changes in participation across Europe between 2023 and 2024 reflect both positive and negative trends, highlighting varied engagement in training overall. One of the most notable trends is the strong growth in certain countries, such as Luxembourg, which experienced an outstanding increase of 881% in participations, rising from just 16 in 2023 to 157 in 2024. Ireland also saw a remarkable surge, with participation increasing by over 5 200%, from just 3 participations in 2023 to 160 in 2024. These cases suggest a significant rise in the demand for and delivery of training in these countries, and in both cases, no training is delivered in the context of operational support.

In addition to these notable increases, Member States including Poland, Czechia and Slovenia also saw increased uptake. Poland's participation grew by 284%, from 85 in 2023 to 326 in 2024, marking a strong upward trend. Czechia's increase was even more striking, growing from 2 participations in 2023 to 86 in 2024. Slovenia's participation also rose significantly, reflecting growing interest in training, from 11 to 51 participations. These countries contribute to much of the expansion of training across central Europe, where the increase in participation suggests a growing demand for such training.

Conversely, some countries saw a decline in participation within the context of permanent support, most notably Italy, where participation dropped dramatically by 99%, from 114 in 2023 to just 1 in 2024. The situation in Italy is complex, however, given that the decline is linked to a shift to a different framework to deliver training (operational support), in which Italy saw a marked increase of 63% from 2023 to 2024. This shift in focus shows that Italy's overall engagement with training has not diminished.

Geographically, changes in training participation point to growth in some regions in particular. For instance, Member States such as Poland, Czechia and Slovenia saw substantial increases. The rise in participation in countries like Cyprus, Norway and Estonia, each seeing increases of over 100%, further adds to the emerging picture of more geographically widespread training.

Overall, of the 5 030 participations, the Netherlands recorded the highest number (922), followed by Germany (772) and Belgium (688). Significant levels of participation were also noted in Finland (441), Sweden (426), France (348) and Poland (326). Notably, Ireland saw a dramatic rise, from just 3 participations in 2023 to 160 in 2024. Smaller amounts of training were recorded across other Member States, albeit with a balanced geographical spread.

Figure 6. Number of learners trained and participation in EUAA training activities in the context of permanent support in 2024 (EU+ countries)
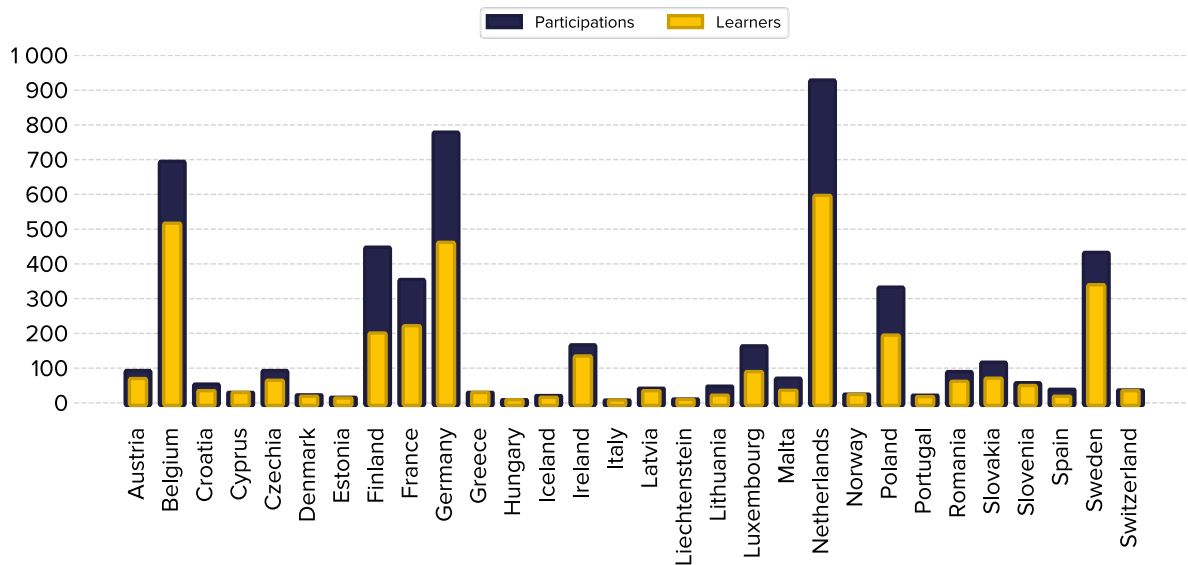
Source: European Union Agency for Asylum (EUAA)

The largest increase in permanent support training was seen in the *Introduction to Ethical and Professional Standards* module, which surged by 745%, growing from 29 participations in 2023 to 245 in 2024. Poland contributed to 70% of this increase, while Ireland and Austria also recorded notable gains.

Other modules also experienced significant growth, particularly the *Introduction to the Legal Framework on Fundamental Rights and International Protection in the EU* module. This module saw an increase from 47 participations in 2023 to 230 in 2024, representing a 389% rise. The growth was particularly strong in Finland, which saw a 205% increase compared to 2023, with notable participation also from Luxembourg, Ireland, Romania and Czechia – countries that did not participate in this module in 2023.

The *Introduction to Vulnerability* module also saw a substantial increase in participation, rising from 44 in 2023 to 250 in 2024, a 468% jump. This expansion was seen across multiple Member States, with Poland, which had no learners in 2023, contributing significantly with 111 out of the 250 total participations. Finland also experienced substantial growth, further demonstrating the module's expanding reach and impact.

The *Trafficking in Human Beings* module saw a notable increase, rising from 46 participations in 2023 to 129 in 2024, a 180% increase. Germany recorded the largest growth in absolute terms, increasing from 10 to 37 participants, while the Netherlands also saw an increase, was

albeit a smaller one, from 13 to 19 participants. Overall, there is a growing interest in the module, although the increase was more modest in several countries.

In contrast to the increases, the *Professional Wellbeing* module saw a decline in participation when recorded in the context of permanent support, from 50 in 2023 to 19 in 2024. The most significant drop was observed in Italy, where participations in the context of permanent support fell from 40 participants in 2023 to none in 2024. However, this decrease was to offset a large extent by the module being delivered more widely in Italy in the context of operational support. By contrast, Austria, which had no participants in 2023, saw a rise to 9 in 2024. Iceland and Luxembourg maintained stable numbers, while Malta, Latvia and Spain, which had no participants in 2023, recorded some attendance in 2024. While the overall trend reflects a decline in training delivered in the context of permanent support, the data presents a more nuanced picture, with growth and stability in specific countries and a more complex landscape when operational training is taken into account.

2.3.2.   Sessions delivered in the context of permanent support

457 sessions delivered	**104** sessions by the EUAA	**353** sessions by EU+ countries	**55** Content module	**11** languages used

457 training sessions were organised in 2024 in the context of permanent support (vs 441 in 2023), of which 353 were delivered nationally by EU+ countries (vs 371 in 2023) and 104 by the EUAA.

55 content module assessment sessions were delivered, of which 42 were modules and 13 tailor-made courses, in 11 languages.

> **Sessions delivered by the EUAA in the context of permanent support**
>
> The EUAA significantly increased its activities in the context of permanent support by delivering 104 training sessions in 2024, an increase of 65% compared to 2023.
>
> - 104 training sessions delivered by the EUAA, of which:
>   - 12 sessions under the EUAA trainer curriculum plan, following the EUAA's train-the-trainer methodology;
>   - 52 sessions under the EUAA learner curriculum plan;
>   - 13 content module assessment sessions; and
>   - 27 tailor-made training sessions under the EUAA tailor-made plan.
> - 52 contents delivered, of which:
>   - 39 curriculum modules; and
>   - 13 tailor-made courses.
> - 36% of training sessions included at least one face-to-face activity, the same as for sessions delivered fully online, while 28% of sessions used a webinar.
> - 31 EU+ countries sent 916 learners (1 397 participations) to these 104 training sessions.
> - 90% satisfaction among learners.

(a) Training for trainers

© European Union Agency for Asylum (EUAA)

The suitability of train-the-trainer as a core delivery model is demonstrated in the implementation of EUAA training activities. This method has proven to be both effective and efficient, enabling the Agency to fulfil its mandate through a multiplier effect. Member State asylum and reception officials with expertise in a particular area were able to follow modules covering 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 among Member State training modules. National trainers were also invited to take part in workshops and a trainers' conference to build on their training skills.

(b) EUAA annual training plan 2024: trainer curriculum

12 Sessions delivered by the EUAA	**3** Modules delivered	**157** attendees in training activities	**91%** overall satisfaction rate

Sessions for trainer under the EUAA trainer curriculum plan

The EUAA delivered 12 sessions under the EUAA trainer curriculum plan 2024, of which 10 were organised in Malta or online and 2 were delivered regionally in Finland and the Netherlands.

- 3 modules targeting future trainers were delivered:
  - Becoming an EUAA trainer and assessor (114 learners)
  - Becoming au EUAA assessor (26 learners)
  - Introduction to coaching (17 learners).
- 19 EU+ countries sent learners to these 12 training sessions.
- 91% satisfaction among learners.

Figure 7. Permanent support: participation in training for trainers by EU+ country in 2024
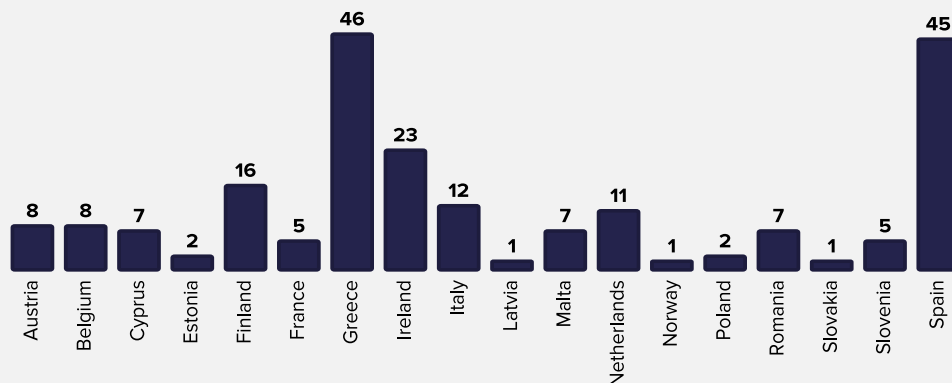
Source: European Union Agency for Asylum (EUAA)

(c)   EUAA training plan: Learner Curriculum / Content Module Assessment / Tailor-made training

92	**49**	**1 675**	**89%**
sessions delivered by the EUAA	content assessment	attendees in training activities	overall satisfaction rate

Sessions organised by the EUAA under the annual training plans 'Learner curriculum, 'Content module assessment' and 'Tailor-made training'

92 training sessions were delivered by the EUAA through the annual training plans: learner curriculum, content module assessment and tailor-made training.

- 49 contents were delivered, of which;
    o   36 EUAA curriculum modules; and
    o   13 tailor-made training sessions.
- 856 representatives from 31 EU+ countries were trained, representing 1 274 participations.
- 89% satisfaction among learners.

Figure 8. Participations in training sessions organised under the EUAA annual training plans 'Learner curriculum', 'Content module assessment' and 'Tailor-made training' in 2024
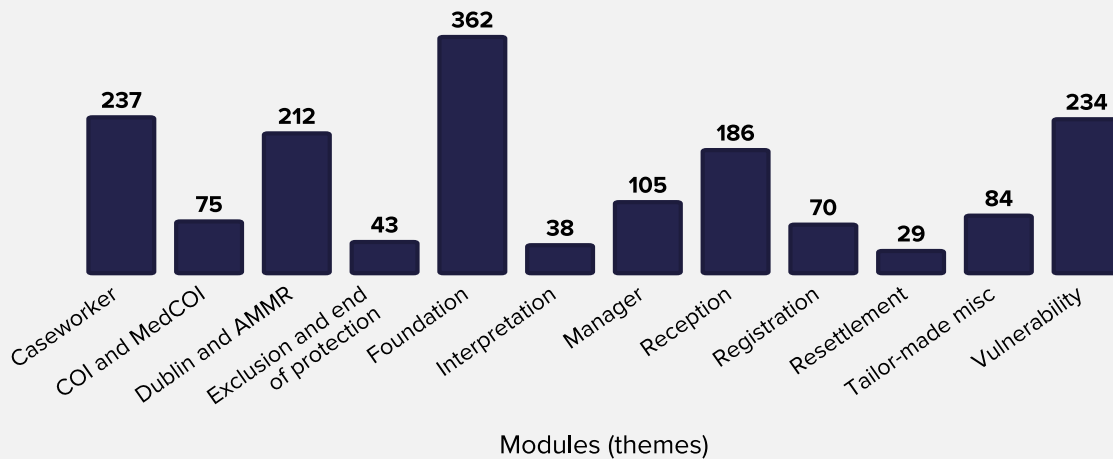
Source: European Union Agency for Asylum (EUAA)

Information on module themes is available in the Annex.

Table 1. Top 10 content module assessment sessions most attended

Content	Participations
Tailor-made: The new Asylum and Migration Management Regulation (AMMR)	157
Module: Introduction to the legal framework on fundamental rights and international protection in the EU	115
Tailor-made: The Asylum Procedure in the Pact on Migration and Asylum	103
Tailor-made: Vulnerability in the Pact on Migration and Asylum	91
Module: Introduction to ethical and professional standards	90
Tailor-made: The Reception Conditions Directive in the Pact on Migration and Asylum	88
Tailor-made: Contingency planning as part of the Pact on Migration and Asylum	82
Module: Introduction to vulnerability	58
Module: Introduction to communication for asylum and reception practitioners	53
Module: Professional wellbeing	46

Focus on EUAA tailor-made training on the new Pact on Asylum and Migration Management Regulation, delivered by the EUAA in the context of permanent support between September 2024 and December 2024.

EUAA tailor-made training on the new Pact on Asylum and Migration Management Regulation delivered by EUAA in the context of permanent support in 2024

17 training sessions related to the Pact on Asylum and Migration Management Regulation were delivered within the context of permanent support in 2024.

- 372 learners were trained, representing 521 participations
- 28 EU+ countries sent representatives to these sessions
- 5 tailor-made content module assessment sessions were delivered in English
- 86% satisfaction rate among learners

Figure 9. Participations in EUAA training sessions on the Pact on Asylum and Migration Management Regulation in 2024 in the context of permanent support

Tailor-made: The new Asylum and Migration Management Regulation (AMMR) — 157

Tailor-made: The Asylum Procedure in the Pact on Migration and Asylum — 103

Tailor-made: Vulnerability in the Pact on Migration and Asylum — 91

Tailor-made: The Reception Conditions Directive in the Pact on Migration and Asylum — 88

Tailor-made: Contingency planning as part of the Pact on Migration and Asylum — 82

Source: European Union Agency for Asylum (EUAA)

(d)   National training sessions

EUAA training was used to complement national training modules. The Agency supported EU+ countries in setting up and delivering 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.

21 EU+ countries	**349** national sessions	**26** EUAA modules	**2 683** asylum and reception officials	**4 132** participations in training

21 EU+ countries delivered 349 national training sessions on EUAA modules in the context of permanent support. Three out of four national training sessions were delivered by five EU+ countries: the Netherlands (83 sessions), Belgium (65), Germany (60), Sweden (32) and France (28). 2 683 learners completed national training on EUAA modules in 2024, representing a total of 4 132 participations (+2% compared to 2023).

Figure 10. Permanent support: participations in national training sessions in 2024 (by country)
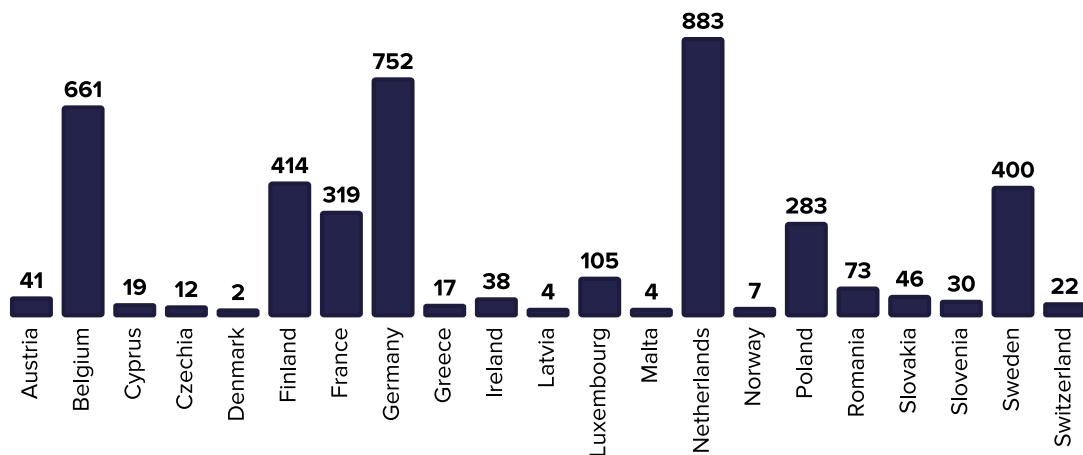
Source: European Union Agency for Asylum (EUAA)

On average, 12 learners completed a national training session, with a completion rate of 83% (i.e. 8 out of 10 learners completed the training).

A total of 26 EUAA training modules were delivered in national training sessions as part of permanent support. Half of the participations were recorded in the four most attended modules:

- 'Inclusion' (633 participations, 15%)
- 'Interviewing vulnerable persons' (522, 13%)
- 'Asylum interview methods' (518, 13%)
- 'Evidence assessment' (419, 10%).

In total, 349 sessions were delivered in 11 languages. English was the most frequently used language (62% of sessions) followed by French (13%), German (12%), Dutch (6%) and Polish (3%).

More than 8 out of 10 sessions were delivered using a blended approach (combining an online phase and physical face-to-face training), accounting for 294 sessions (84%). Fully online sessions accounted for 13% (45 sessions), while the remaining 10 sessions (3%) followed an 'Online and webinar' approach (10, 3%)

Figure 11. Participations by module theme in national training sessions delivered by EU+ countries in 2024
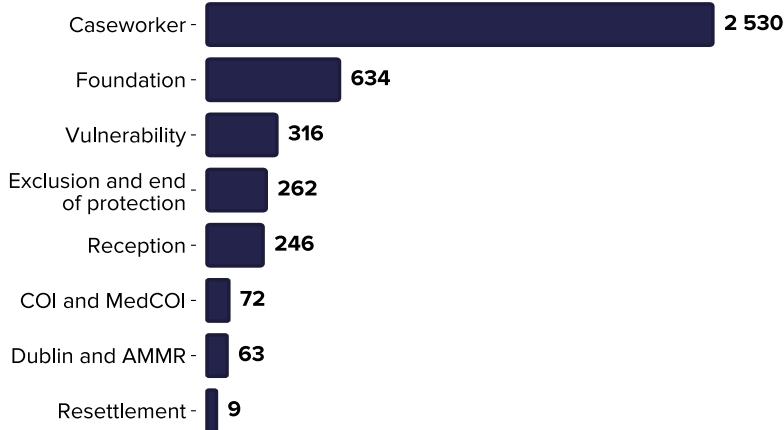
Source: European Union Agency for Asylum (EUAA)

Modules for caseworkers accounted for 6 out of 10 participations in national training delivered by EU+ countries in 2024, followed by foundation modules (15%), vulnerability modules (8%), exclusion and end of protection (6%), and reception modules (6%).

Figure 12. Participations by module themes and by country of learner in 2024
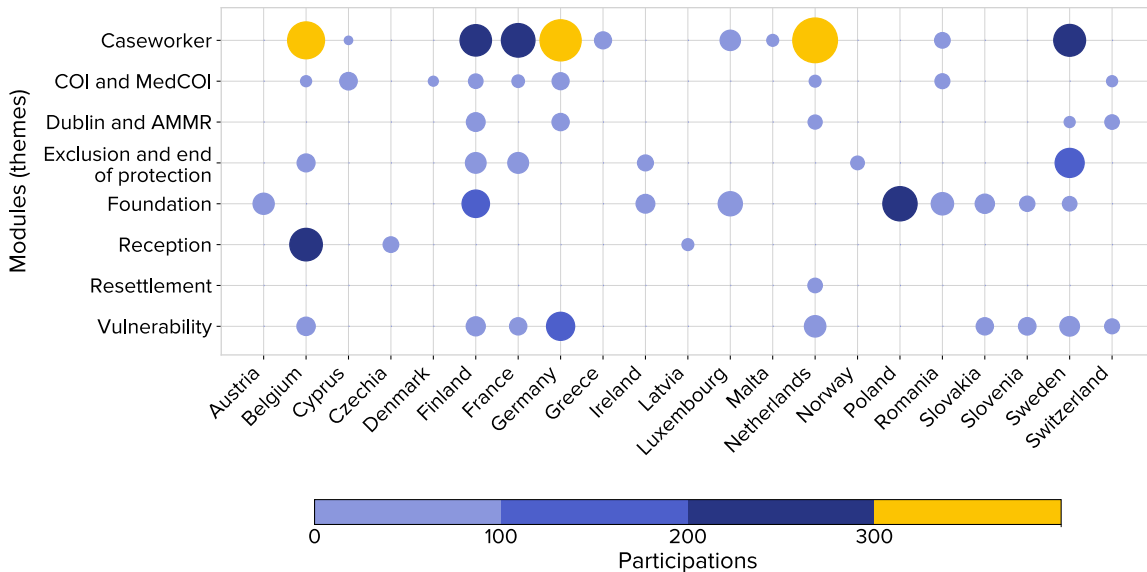
Source: European Union Agency for Asylum (EUAA)

Modules for caseworkers were delivered by 11 EU+ countries, notably in the Netherlands (819 participations), Germany (589), Belgium (381), France (261), Sweden (211) and Finland (200). Foundation modules were most attended in Poland (283 participations), Finland (116), Luxembourg (70), Romania (51) and Austria (41).

Nine EU+ countries delivered national training on vulnerability modules: Germany (128 participations), the Netherlands (43), Sweden (30), Finland (27), Belgium (23), Slovenia (19), Slovakia (18), France (18) and Switzerland (10). The modules on exclusion and protection were organised by six countries: Sweden (146 participations), France (38), Finland (37), Belgium (21), Ireland (13) and Norway (7). Three EU+ countries (Belgium, Czechia and Latvia) delivered national training sessions on EUAA reception modules, primarily in Belgium (230 participations).

COI and MedCOI modules were delivered in nine EU+ countries, while modules on Dublin and the AMMR were delivered in six countries. The Netherlands was the only EU+ country to deliver national training sessions on EUAA modules on resettlement.

2.4 Training in the context of operational support

2.4.1. Overview of training activities in the context of operational support

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The European Asylum Curriculum constituted the basis for 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.

The EUAA's training efforts in the context of operational support are integral to its mission, delivered in part through formal operational plans that are jointly developed and agreed with individual Member States. These comprehensive documents outline the provision of operational and/or technical assistance to Member States facing disproportionate pressure on their asylum and reception systems, or to those in need of support in fulfilling their obligations under the Common European Asylum System (CEAS).

13 countries supported operational plan	**6 705** asylum and reception officials trained	**11 385** attendance in training activities	**89%** overall satisfaction rate

Since 2016, training participations in the content of operation support has increased significantly, reaching a record 11 385 in 2024.

Figure 13. Participations in the context of operational support in 2024
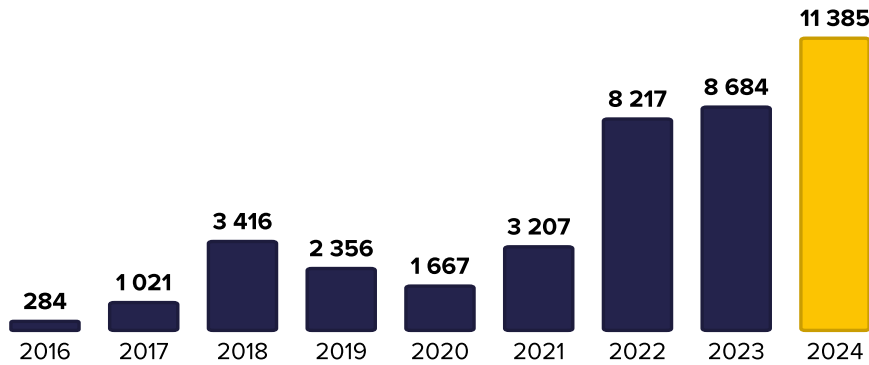
13 countries were supported with training activities in 2024. 2024 saw a remarkable surge in the scale of this training support, with 6 705 individuals trained in the context of operational support, representing an increase of 49% from 4 496 in 2023. This boost in engagement translated to a total of 11 385 participations in EUAA training sessions, up from 8 684 the previous year.

A total of 687 training sessions specifically targeting operational support were completed in 2024, 643 of which were organised by the EUAA. The learners were very satisfied with the training delivered in the context of operational support (89% of satisfaction).

Figure 14. Participations in the context of operational support in 2024
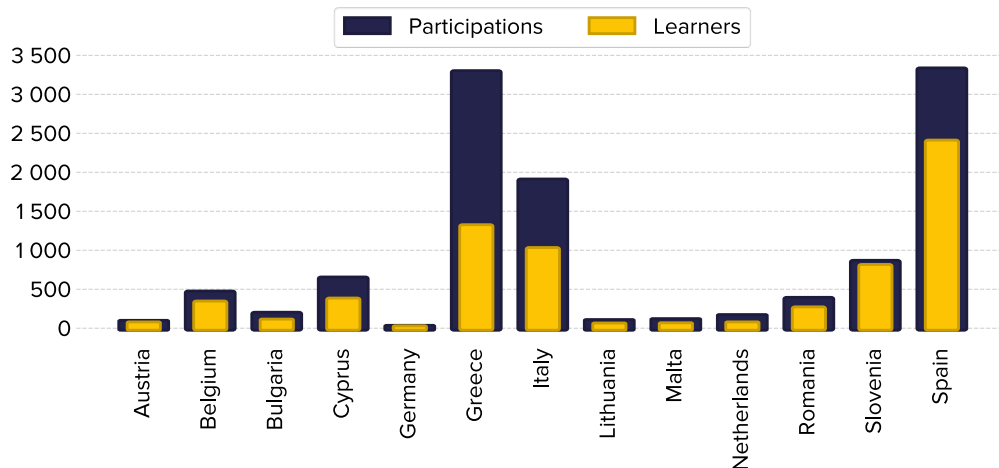
Almost 6 out of 10 participations in the context of operational support were recorded for operational plans for Spain (3 314 participations) and operational plans for Greece (3 279). Training participations were significant in Italy (1 889), Slovenia (846), Cyprus (632), Belgium (452), Romania (371), Bulgaria (180), the Netherlands (150), Malta (98), Lithuania (86), Austria (76) and Germany (12). Almost half of participations (5 388) were recorded through the fully online course modality.

Sessions including a physical training component (that included at least a face-to-face part) represented a total of 3 931 participations. Training sessions incorporating a webinar component accounted for a total of 2 066 participations.

Figure 15. Participations per delivery of training sessions in 2024
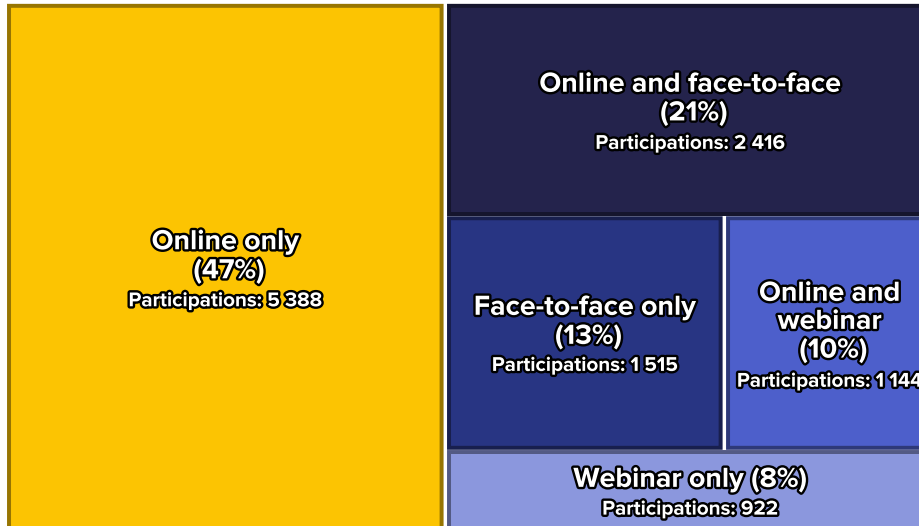
Source: European Union Agency for Asylum (EUAA)

Content of the training activities attended

EUAA modules were delivered for 3 out of 4 participations (8 585) in the context of operational support, while 20% of participations were in tailor-made courses. Training activities related to 'on-the-job coaching' accounted for 430 participations.

Figure 16. Participations per module theme in the context of operational plans in 2024
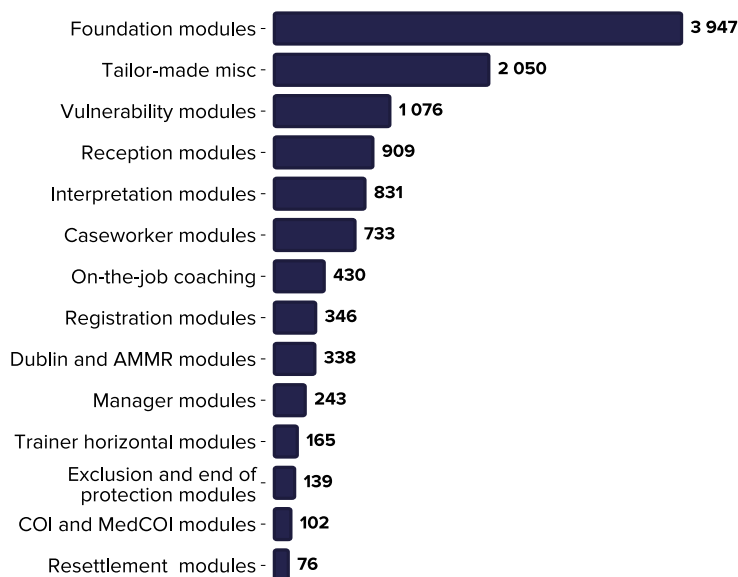
A third of participations (3 947) were registered in training on foundation modules. Training on vulnerability modules accounted for 1 076 participations.

Attendance on reception modules accounted for 909 participations, while there were 831 participations in the modules on interpretation.

Source: European Union Agency for Asylum (EUAA)

Figure 17. Participations by module theme and by operational plan in 2024
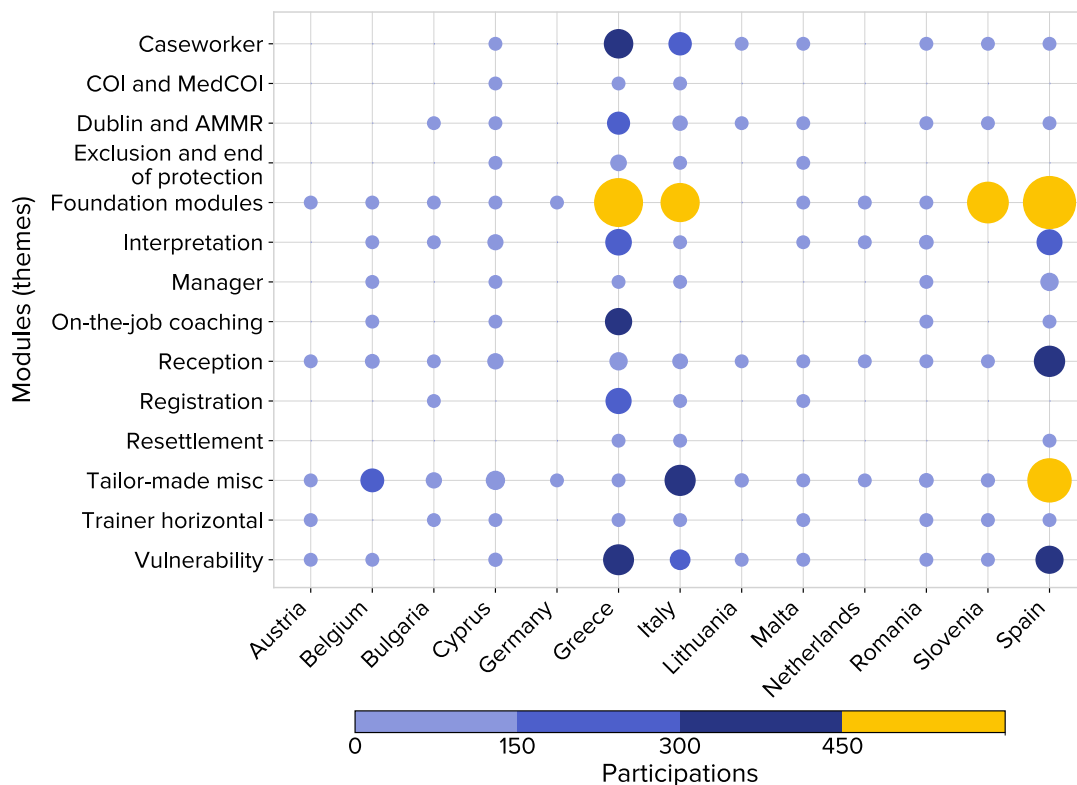
Source: European Union Agency for Asylum (EUAA)

Most of the participations in foundation modules were recorded under operational plans for Spain (1 215), followed by operational plans for Greece (1 024), operational plans for Slovenia (738) and operational plans for Italy (647).

Modules on vulnerability were attended for learners recorded under 10 operational plans, mainly in Greece (395 participations), Spain (323), Italy (168), Cyprus (75) and Romania (52).

Reception modules were delivered to support 12 countries, with the highest numbers recorded in Spain (405 participations), Greece (129), Italy (93), Belgium (81) and the Netherlands (49). Modules on interpretation saw participations in nine operational plans, mainly Greece (287 participations), Cyprus (98), Romania (79) and Belgium (52). Modules on caseworkers were attended by learners under operational plans for Greece (357 participations), Italy (219), Cyprus (68), Romania (40) and Malta (29).

Training activities related to on-the-job coaching were delivered under the five following operational plans: Greece (302 participations), Cyprus (55), Romania (42), Spain (18) and Belgium (13). Four operational plan countries benefited from training on registration modules: Greece (277 participations), Italy (60), Malta (7) and Bulgaria (2). Modules related to the Dublin Regulation and the AMMR were delivered for learners from nine countries under operation plans, with the highest numbers recorded in Greece (213 participations), Italy (89) and Cyprus (16). Training for trainers were attended by learners from nine countries in the context of operational support: Greece (46 participations), Italy (31), Austria (8), Cyprus (7), Romania (7), Slovenia (5), Malta (3) and Bulgaria (1). The EUAA provided significant additional training to support the EU+ countries under the operational context (training for managers, resettlement modules, and training tailored to specific needs).

2.4.2.   Focus on training activities for five operational plans

Following the significant transformation and expansion of the Agency's mandate with the entry into force of the EUAA Regulation in January 2022 and the subsequent increase in its workload, 2024 saw a significant number of ex post evaluations of the operational support provided, which included evaluations of multiannual operational plans in Cyprus, Greece, Italy and Malta.

Ex post evaluations revealed that EUAA training played a pivotal role in bolstering the skills and capabilities of national officials and other key stakeholders across Europe and emphasised the contribution of training to the long-term sustainability of the Agency's wider support. The key takeaways from the training delivered under the Agency's operational support framework are highlighted below.

(a)   Greece

In 2024, much of the training delivered in Greece centred on on-the-job learning, which garnered an impressive satisfaction rate of over 96% across more than 300 participants. This overwhelmingly positive feedback highlights the value of practical, hands-on training, underscoring its relevance and effectiveness. Similarly, the foundation module on the legal framework on fundamental rights and international protection in the EU also achieved highly positive feedback, with a satisfaction rate of 93.3% among 330 learners.

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European Asylum Curriculum modules that drew significant interest included those on vulnerability, the registration of international protection applications, and the identification of potential Dublin cases. These modules consistently had satisfaction rates in excess of 90%.

More specialised training was also offered in areas such as the Dublin III Regulation and conflict management and mediation in reception. With 3 279 total participations across all thematic areas under operational plans, this uptake underscores the important role of training in supporting the Agency's work on the ground.

The ex post evaluation, conducted by external evaluators, in particular noted that 'through the EUAA's support, GAS [Greek Asylum Service] managed to establish a pool of national trainers who were able to independently conduct national training.' In relation to reception, the EUAA worked intensively on establishing workflows and training to enhance the capacity of national authorities to manage 30 reception centres across Greece, in line with the CEAS. In this regard, it was recognised that the identification of vulnerable persons and Dublin cases improved thanks to the EUAA's training, noting the participation of mixed groups of Reception and Identification Service (RIS) and EUAA embedded staff.

(b) Spain

The EUAA delivered a wide range of training sessions across Spain in 2024, focusing in particular on reception procedures, legal frameworks, and the needs of vulnerable groups such as unaccompanied minors.

The Spain Operational Plan, signed with the Ministry of Inclusion, Social Security and Migrations and the Ministry of Youth and Childhood, addresses the operational needs of both parties, as well as NGOs, in the area of reception activities and the protection of unaccompanied minors (UAMs) in the context of international protection. Consequently, training in Spain continues to target a broad spectrum of profiles, including reception managers, technical staff (reception officers, social workers, psychologists, social educators, etc.) service providers (security officers, cleaning staff, catering staff, etc.) and interpreters.

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Training in Spain took place both on the Iberian Peninsula and in the Canary Islands, reflecting the varied operational context in which Spain manages migration. As regards content areas, foundational modules such as 'Introduction to vulnerability' and 'Introduction to the legal framework on fundamental rights and international protection in the EU' saw high levels of participation and were well regarded by learners.

More specialised training on vulnerable groups was another key area of focus in Spain, with the 'Reception of vulnerable persons' thematic area receiving exceptional satisfaction ratings in excess of 94%, highlighting the critical importance of the EUAA's support in enhancing knowledge and expertise in this area. Specialist training modules on human trafficking also garnered significant attention.

(c) Slovenia

In 2024, the training delivered under the Slovenia Operational Plan focused on key areas vital to strengthening the capacity of asylum and reception professionals in managing Slovenia's evolving migration context. Given the country's role as a transit point with a high turnover of residents, the training aimed to address the challenges associated with short-term stays while ensuring that practitioners were well-equipped to manage complex cases.

A key highlight was the 'Introduction to vulnerability' module, which saw strong participation and provided essential insights into identifying vulnerability in applicants for international protection. Another highly regarded session was the 'Trafficking in human beings' module, which had a satisfaction rate of 93%. This module prepares officers to identify and support victims or potential victims of trafficking, which remains a central aspect of asylum and reception work in Slovenia.

While historically there was a moderate number of participations in EUAA training activities among Slovenian staff (an average of 23 per year), the ex post evaluation noted a significant increase in training uptake (846 participations in training in Slovenia in 2024), as well as a marked increase in the Slovenian pool of national trainers in European Asylum Curriculum modules.

Modules such as 'Reception of vulnerable persons', focusing on the identification of vulnerability and the design of appropriate interventions, were also extremely well-received, with satisfaction rates exceeding 94%. These sessions underscored the importance of equipping professionals with the skills to respond to the specific needs of vulnerable individuals.

(d) The Netherlands

EUAA training delivered in the Netherlands in 2024 had a strong focus on vulnerable populations and legal frameworks.

One of the standout sessions was the training on 'Reception of vulnerable persons: needs assessment and design of interventions', which garnered exceptional feedback, with 21 participants and a satisfaction rate of 96%. This session, which focused on assessing special reception needs and designing tailored interventions, was highly valued for its relevance to real-world challenges in the Dutch reception context.

Foundational modules also saw strong participation. The modules 'Introduction to ethical and professional standards' and 'Introduction to the legal framework on fundamental rights and international protection in the EU' were also very highly rated, with satisfaction rates exceeding 90%.

(e) Austria

In Austria, a diverse range of training modules were rolled out under the Austria Operational Plan in 2024. Training was carefully designed to address topics ranging from human trafficking to gender-based violence. One key module was 'Introduction to communication for asylum and reception practitioners', which saw strong attendance and overwhelmingly positive feedback.

Another highlight of training in Austria was the *Becoming an EUAA trainer and assessor* module, which trained personnel to pass on their expertise to others. The ex post evaluation report noted that the module was 'seen as highly beneficial given the potential impact on the sustainability of the support' and that 'the Agency's capacity building and technical support efforts were significant, evidenced by instrumental study visits, training sessions exceeding annual targets'. As a result of this ongoing dedication to skills building and knowledge transfer, the overall satisfaction rate across the various training modules in Austria stands at an impressive 90%.

2.4.3. 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, and upon and during their deployment, as necessary. The 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. Training was also 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, the EUAA may also provide them with further thematic training, based on modules of the European Asylum Curriculum, with the aim of ensuring that they perform their tasks effectively whilst providing operational and technical assistance in Member States. 81 experts on asylum support teams received initial training in 2024.

Figure 18. Asylum support teams – number of experts who received initial training in 2024 (per profile)
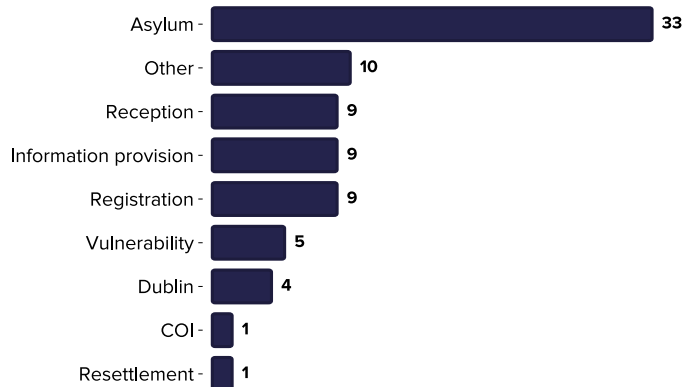
Source: European Union Agency for Asylum (EUAA)

2.5   Ad hoc training support

| **4**
countries
supported | **301**
asylum and
reception officers | **488**
participations in
training activities | **22**
sessions delivered |

Under the EUAA Regulation, both Member States and the EUAA have training obligations. As part of its permanent support, the EUAA delivers the European Asylum Curriculum through an Annual Training Plan, primarily conducted in Malta. Due to the limited capacity of each training session, the Annual Training Plan often falls short of addressing the specific training needs of Member States, especially during periods of extensive recruitment or when many officials require training on specific topics.

To enhance training cooperation, the EUAA has developed a structured strategy aimed at reinforcing both permanent and ad hoc support. This strategy focuses on increasing MS engagement, promoting the European Asylum Support (EAS), fostering training partnerships and ensuring compliance with training obligations. The engagement framework for training cooperation established a structured collaboration mechanism with Member States. Its primary goal is to harmonise European asylum and reception systems in line with the Common European Asylum System (CEAS). This framework falls within the broader EUAA Learning and Training Strategy.

In 2024, the EUAA designed and implemented ad hoc training cooperation with several countries, including Portugal (asylum agency), Ireland (asylum agency), Norway (police) and Belgium (Guardianship Service). Future training cooperation and ad hoc support are planned for 2025.

Figure 19. Training participations as part of ad hoc training support in 2024
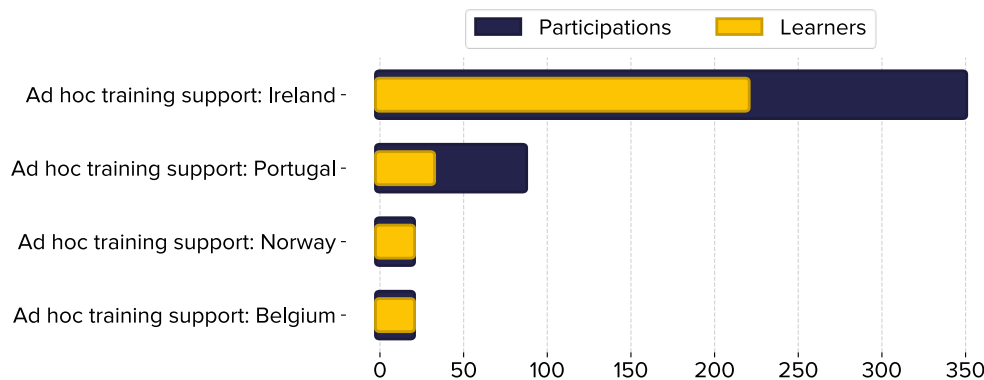
Source: European Union Agency for Asylum (EUAA)

In 2024, a total of 301 officials were trained through ad hoc training support, representing a total of 488 participations. Ireland recorded the highest number of participations in ad hoc training support (367), followed by Portugal (85 participations), and then Norway and Belgium (18 each).

A total of 22 specific training sessions were organised, 21 of which were delivered by the EUAA, while one was conducted by Ireland. Additionally, 101 training participations were recorded in 14 sessions organised by the EUAA in the context of permanent support (EUAA Annual Training Plan). The modules targeting caseworkers were the most attended, notably the modules 'Asylum interview method' (147 participations), 'Evidence assessment' (95) and 'Inclusion' (28). Foundation modules recorded 43 participations in the module 'Introduction to ethical and professional standards' and 25 in the module 'Professional wellbeing'. The 'Gender, gender identity and sexual orientation' module recorded 40 participations.

2.5.1. Ad hoc training plan: Belgium (GS)

Ad hoc training support: Belgium

In May 2024, the Guardianship Service (GS) requested support from the EUAA for training on communicating with minors. A meeting took place in July to further discuss this request. Within the context of the Pact on Migration, the Guardianship Service has been assigned additional responsibilities, including tasks related to the age assessment of unaccompanied children, requiring a multidisciplinary approach. With greater focus on direct communication, the front desk team reached out to receive training to improve communication with minors. Within this cooperation framework, the EUAA and the Guardianship Service planned two training sessions to improve ability to communicate effectively with unaccompanied minors.

2.5.2.   Ad hoc training plan: Ireland (IPO)

Ad-hoc training support: Ireland

The International Protection Office (IPO), part of the Immigration Service Delivery (ISD), processes applications for international protection under the International Protection Act 2015. In August 2023, Ireland signed the EUAA Regulation, re-establishing contact between the EUAA and the IPO, including training matters. A concept note outlining a training cooperation framework for 2024 was agreed upon. The cooperation aims to enhance the IPO's capacity and efficiency through training support structured around four pillars, focusing on the training priority and ensuring the mid-term sustainability by working with the IPO on a sustainable training approach, including the identification of new Irish national trainers.

2.5.3.   Ad hoc training plan: Norway (UDI)

Ad-hoc training support: Norway

In early 2024, the National Police Immigration Service requested that the EUAA deliver a training session on the 'Identification of potential Dublin cases' module. Discussions began due to a shortage of available trainers from the Norwegian authorities and a clear need to train a specific group. As this was the first cooperation between the National Police Immigration Service and the EUAA, the former was unfamiliar with the EUAA's national trainers' development process. A training session was delivered targeting 23 participants.

2.5.4.   Ad hoc training plan: Portugal (AIMA)

Ad-hoc training support: Portugal

The Agency for Integration, Migration and Asylum (AIMA) is the newly established asylum and reception authority in Portugal. AIMA replaced the Immigration and Border Service (SEF) and the High Commission for Migration (ACM), assuming their administrative functions.

To support AIMA and its newly hired personnel, ad hoc training cooperation framework with the EUAA was established for 2024-2025. The goal is to enhance AIMA's capacity and efficiency through training support structured around three pillars, focusing on providing training to asylum case officers and other asylum and reception staff, and establishing a national pool of EUAA trainers.

In 2024, three training sessions were conducted on EUAA core modules, resulting in 30 officials trained and 85 participations.

2.6 International cooperation

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

147 individuals from 13 third countries were trained in 2024 in the context of EUAA international cooperation, representing 213 participations in training organised by EUAA.

Figure 20. Third-country participations in EUAA training in 2024

Country	Participations
Ukraine	62
Serbia	47
Moldova	18
Montenegro	18
Bosnia and Herzegovina	15
North Macedonia	11
Albania	10
Kosovo	9
Armenia	7
Egypt	6
Libya	4
Algeria	3
Morocco	3
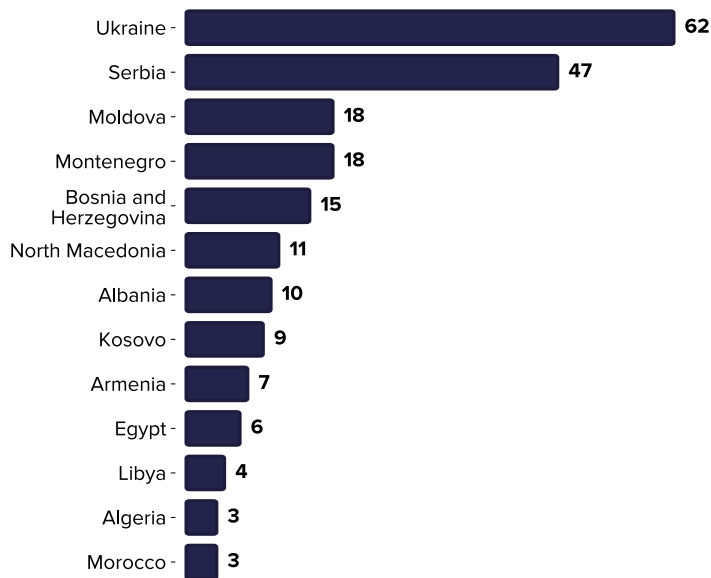
Source: European Union Agency for Asylum (EUAA)

81 learners from the Western Balkans were trained in 2024, representing 110 participations in training sessions organised by the EUAA. 50 learners registered under the cooperation framework 'EUAA – Prague Process' attended training sessions delivered by the EUAA in 2024.

Finally, 16 learners (representing 16 participations) were trained in the context of the cooperation with north African countries.

Figure 21. Content followed by learners from third countries in EUAA training in 2024

Module	Value
Foundation modules	122
Vulnerability modules	34
Tailor-made misc	19
Caseworker modules	13
Reception modules	10
Manager modules	8
Registration modules	3
Exclusion and end of protection modules	2
Interpretation modules	2
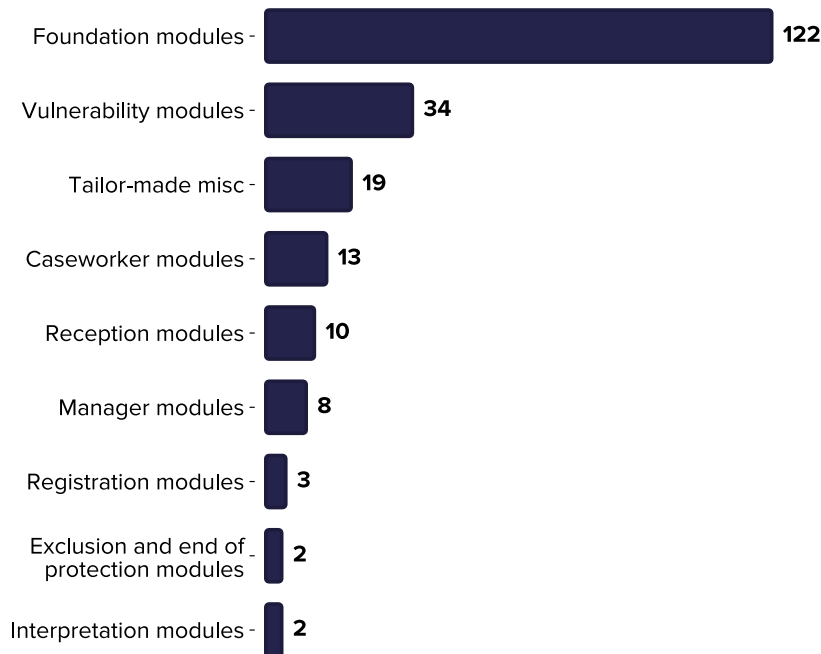
Source: European Union Agency for Asylum (EUAA)

More than half of participations from third countries were recorded on foundation modules (122). The five most attended modules were 'Introduction to ethical and professional standards' (50 participants), 'Introduction to vulnerability' (44), 'Professional wellbeing' (23), 'Gender, gender identity and sexual orientation' (18) and 'Children in the asylum process' (6).

2.7 Other training

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

2.7.1. EUAA staff training

In 2024, the EUAA organised four training sessions fully dedicated to its own staff on themes related to the Pact on Migration and Asylum. 61 EUAA staff were trained, representing a total of 167 training participations.

Figure 22. Participations of EUAA staff in training related to the new Pact on Migration and Asylum in 2024

Training	Participations
Tailor-made: The new Asylum and Migration Management Regulation (AMMR)	50
Tailor-made: Vulnerability in the Pact on Migration and Asylum	43
Tailor-made: The Asylum Procedure in the Pact on Migration and Asylum	42
Tailor-made: The Reception Conditions Directive in the Pact on Migration and Asylum	32
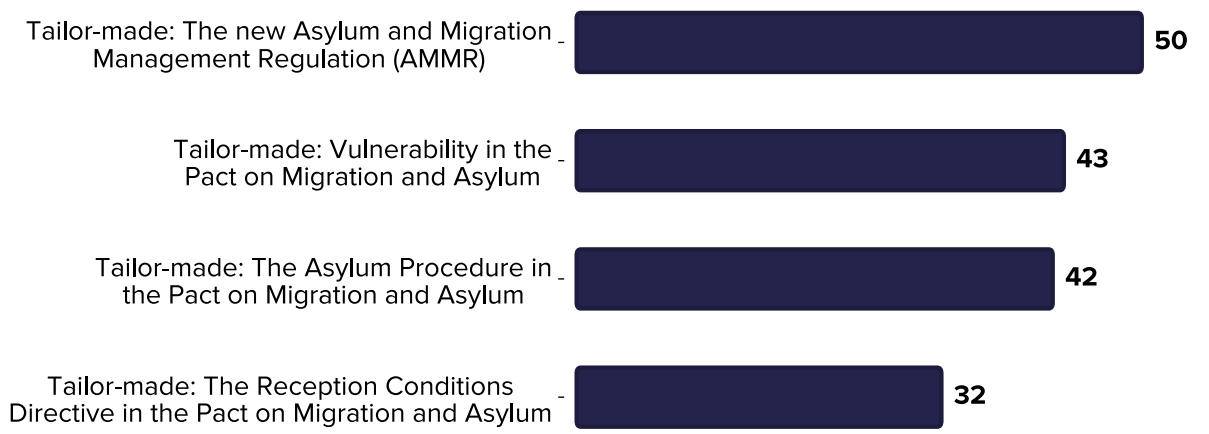
Source: European Union Agency for Asylum (EUAA)

Additionally, EUAA staff attended other training sessions delivered by the EUAA.

In total, there were 423 EUAA staff participations in training across 46 content themes in 2024.

3.   Trends

3.1   Trends in delivery

The EUAA has been delivering training since 2012, offering a comprehensive EUAA training catalogue of **70** modules and tailor-made courses. In 2024, **a total of 56** training contents were delivered, of which 44 were EUAA modules and 12 were tailor-made courses.

This chapter presents data on training participations across 13 thematic areas. The figures and trends reflect all participations across all training sessions and delivery frameworks. The modules offered through the EUAA training catalogue are grouped and presented under the following 13 themes:

Table 2. Themes of training content

Themes of training content
Caseworker modules
Foundation modules
Reception modules
Vulnerability modules
Exclusion and end-of-protection modules
Interpretation modules
Dublin and AMMR modules
COI and MedCOI modules
Trainer horizontal modules
Manager modules
Registration modules
Resettlement modules
Tailor-made misc.[2]

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[2] 'Tailor-made misc.' is a miscellaneous category that includes tailor-made other courses, as well as tailor made courses that do not fit clearly into the existing themes, e.g. those concerning temporary protection.

A detailed list of training contents by theme is available in Annex, which also contains a factsheet for each theme, outlining the number of participations per content type.

Themes of content followed in 2024[3]

Figure 23. Participations in modules grouped by theme in 2024
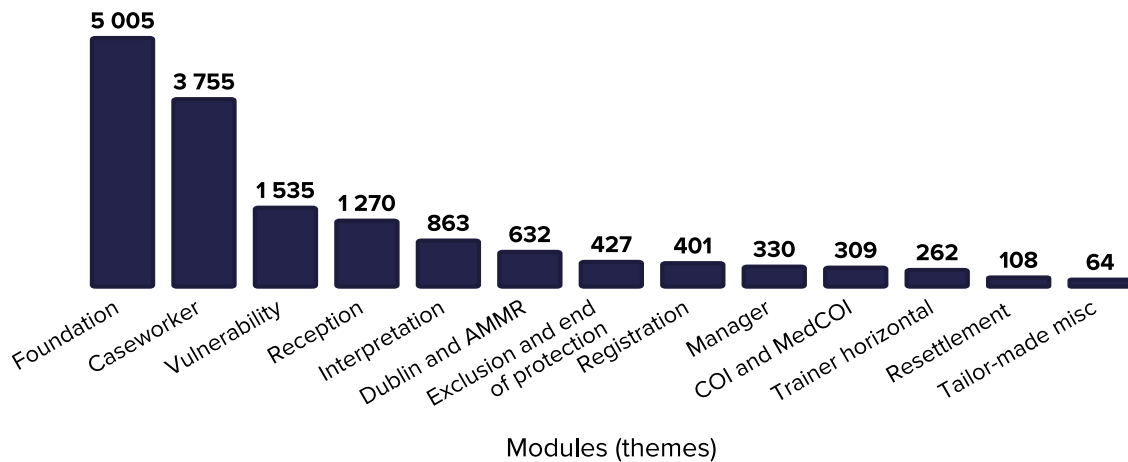
Source: European Union Agency for Asylum (EUAA)

Almost 3 out of 10 training participations were recorded for foundation modules (5 005 participations), followed by modules for caseworkers, with 2 out of 10 participations (3 755), vulnerability modules (1 535), reception modules (1 270) and modules on interpretation (863).

632 participations were recorded for Dublin and AMMR modules, 427 on exclusion and end-of-protection modules, 401 on registration modules, 330 on modules for managers, and 309 on COI and MedCOI modules.

Modules for trainers accounted for 262 participations, resettlement modules 108 and other tailor-made 64.

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[3] Includes participations across all training frameworks.

Figure 24. Participations by country and module theme in 2024

Source: European Union Agency for Asylum (EUAA)
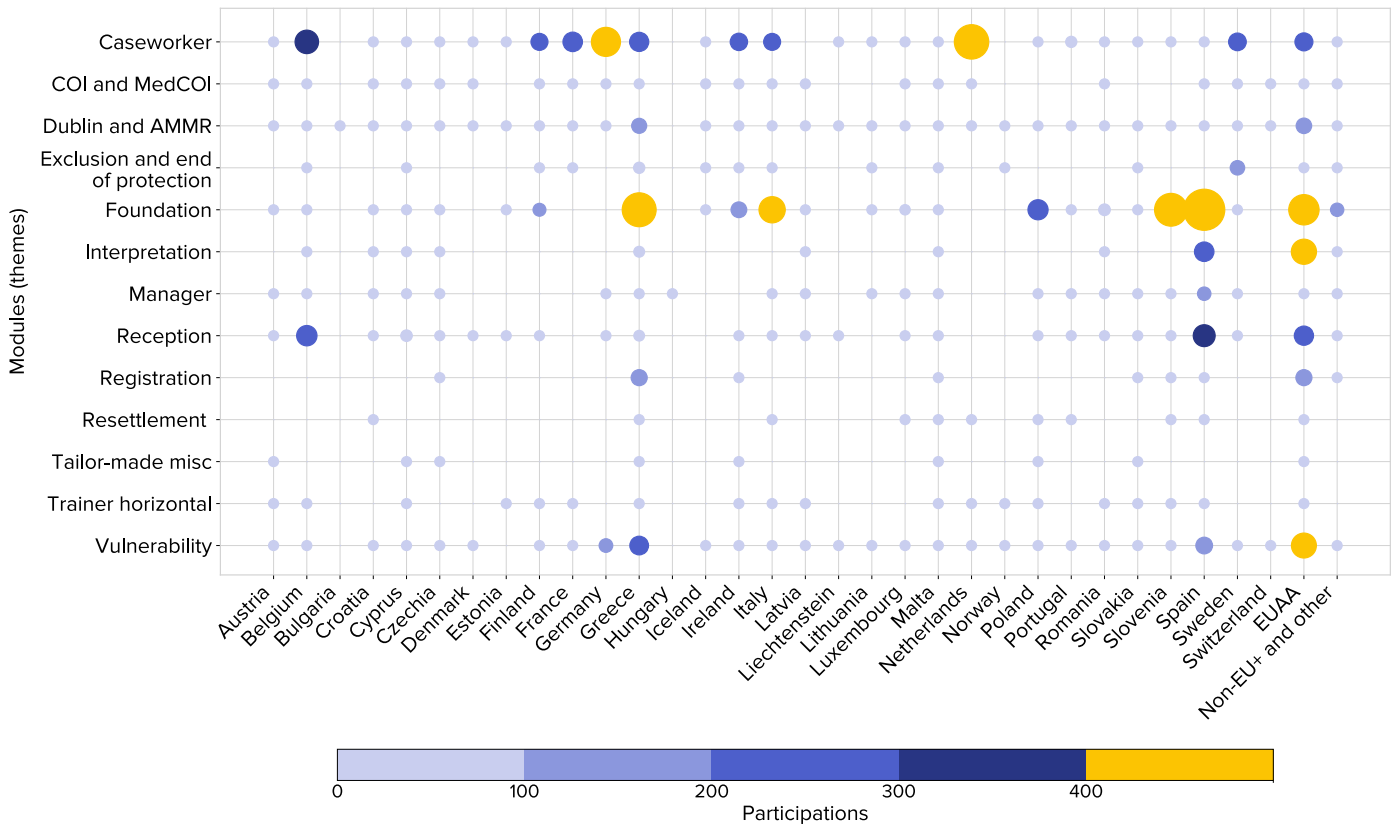
In 2024, modules on Dublin and the AMMR were the most attended in terms of EU+ countries that sent learners (30 EU+ countries had a least one representative trained on modules on Dublin and the AMMR in 2024, corresponding to 461 participations).

The modules on vulnerability were attended by representatives from 28 EU+ countries in 2024 (3 512 participations).

26 EU+ countries had representatives trained on modules for caseworkers (3 512 participations).

Modules for trainers were followed by representatives from 18 EU+ countries in 2024.

Overall, eight module themes were followed by representatives of at least 18 EU+ countries.

Content themes between 2012 and 2024

Figure 25. Participations in modules grouped by themes between 2012 and 2024
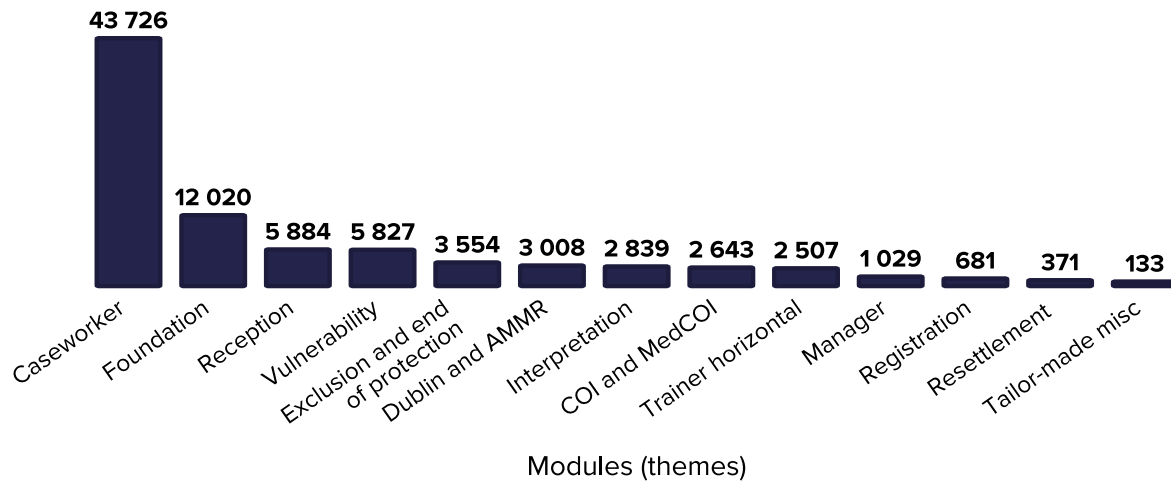
Source: European Union Agency for Asylum (EUAA)

The modules for caseworkers accounted for a total of 43 726 participations between 2012 and 2024, followed by the foundation modules (12 020), the modules on reception (5 884) and the modules on vulnerability (5 827).

Specific modules, such as those on exclusion and end of protection, accounted for 3 554 participations; Dublin and AMMR recorded 3 008 participations; modules on interpretation had 2 839 participations, while the theme of COI and MedCOI was recorded 2 643 participations.

2 507 participations were recorded in modules for trainers and 1 029 participations in modules for managers.

Finally, registration modules accounted for 681 participations while resettlement modules recorded 371 participations.

Figure 26. Participations by module theme and by country between 2012 and 2024
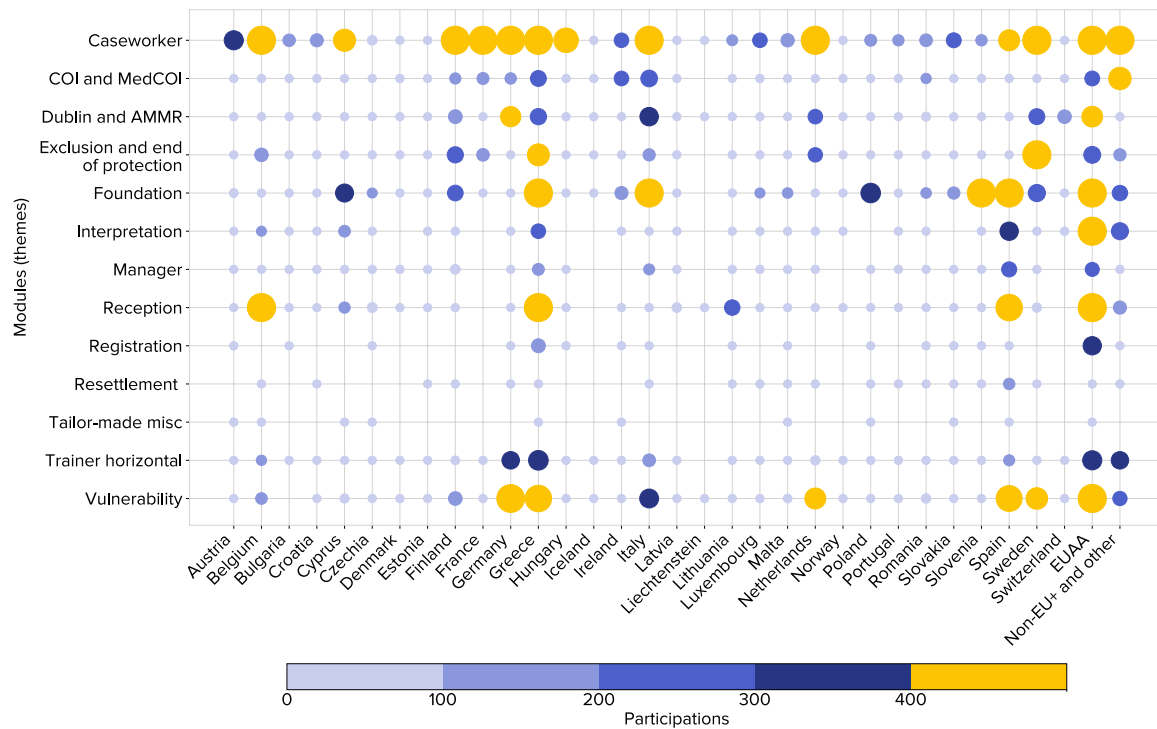
Source: European Union Agency for Asylum (EUAA)

Between 2012 and 2024, 28 EU+ countries had representatives attending at least eight module themes: caseworker modules (31 EU+ countries with 39 003 participations), Dublin and the AMMR (31 EU+ countries with 2 516 participations), foundation modules (30 EU+ countries with 8 947 participations), vulnerability modules (30 EU+ countries with 4 560 participations), COI and MedCOI (30 EU+ countries with 1 913 participations), modules for trainers (30 EU+ countries with 1 829 participations), exclusion and end of protection (29 EU+ countries with 3 112 participations), and reception modules (28 EU+ countries with 4 671 participations).

Trends on content themes between and 2012 and 2024

While modules for caseworkers were the most followed between 2012 and 2023, foundation modules took the lead in 2024, accounting for 34% of all participations (5 005). Notably, the modules on the themes of foundation, vulnerability, reception, interpretation, Dublin and the AMMR, registration, managers and Resettlement each reached a record high in training participations in 2024.

Caseworker modules followed, at 25% (3 755 participations), ahead of vulnerability (10%, 1 535), reception (9%, 1 270), interpretation (6%, 863), Dublin and the AMMR (4%, 632), exclusion and end of protection (3%, 427), registration (3%, 401), managers (2%, 330), COI and MedCOI (2%, 309), trainer horizontal (2%, 262) and Resettlement (1%, 108).

Each content theme is analysed separately in the sections below, providing further insights into trends and participation patterns.

Figure 27. Participations in caseworker modules

Caseworker modules
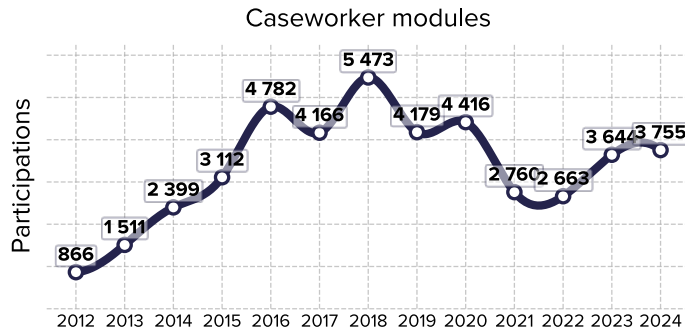
Source: European Union Agency for Asylum (EUAA)

In 2024, the caseworker modules recorded an overall 3% increase in participations. That year, the new module 'The asylum procedure in the Pact on Migration and Asylum' was introduced and recorded 145 participations. The module 'Interviewing children' recorded a 73% increase in participations (210 in 2023 vs 363 in 2024), whereas 'Interview techniques' decreased by 56% (288 in 2023 vs 127 in 2024). The module 'Asylum interview method' posted a 37% increase (620 in 2023 vs 850 in 2024).

Figure 28. Participations in COI and MedCOI modules

COI and MedCOI modules
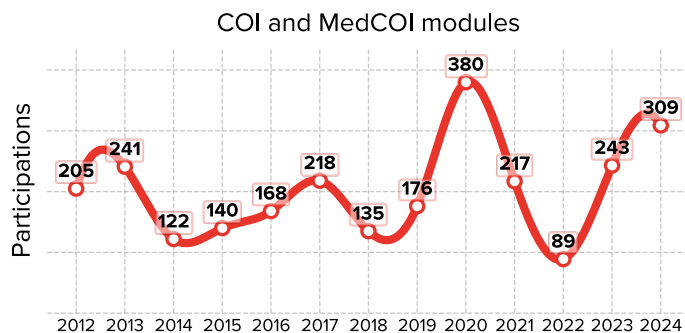
Source: European Union Agency for Asylum (EUAA)

In 2024, the COI and MedCOI modules recorded an overall 27% increase in participations. The module 'Country of Origin Information' saw a 40% increase in participations (159 in 2023 vs 223 in 2024).

Figure 29. Participations in Dublin and AMMR modules

Dublin and AMMR modules
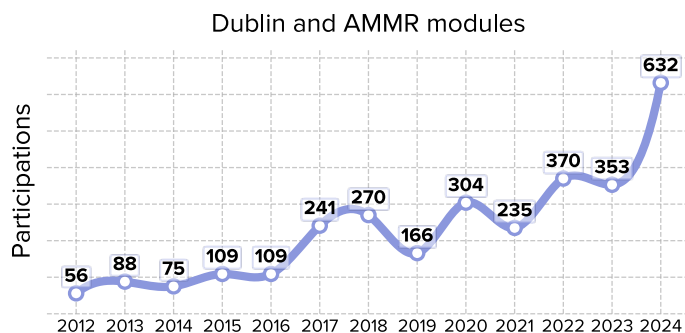
Source: European Union Agency for Asylum (EUAA)

In 2024, the Dublin and AMMR modules recorded an overall 79% increase in participations. A new module, 'The new Asylum and Migration Management Regulation (AMMR)', was introduced and recorded 207 participations. The module 'Identification of potential Dublin cases' reported a 41% increase in participations (230 in 2023 vs 324 in 2024).

Figure 30. Participations in exclusion and end-of-protection modules

Exclusion and end of protection modules
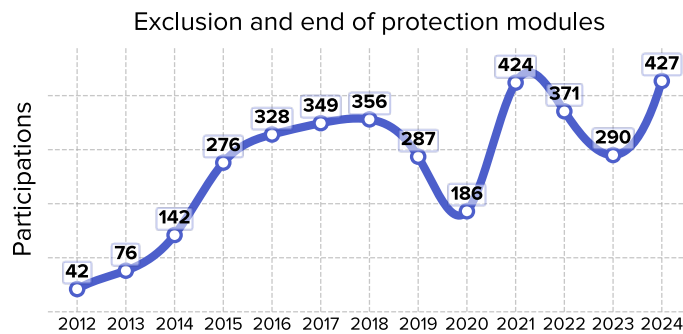
Source: European Union Agency for Asylum (EUAA)

In 2024, the exclusion and end of protection modules recorded an overall 47% increase in participations. The module 'Application of exclusion clauses' registered a 60% increase (159 in 2023 vs 255 in 2024), while the module 'End of protection' recorded a 57% increase in participations (49 in 2023 vs 77 in 2024).

Figure 31. Participations in foundation modules

Foundation modules
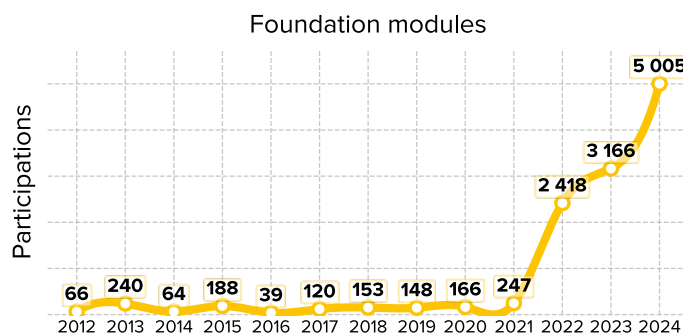
Source: European Union Agency for Asylum (EUAA)

In 2024, the foundation modules recorded an overall 58% increase in participations. The module 'Introduction to vulnerability' showed a particularly large 18% increase in participations (662 in 2023 vs 1885 in 2024). A significant increase in participations was also noted for the module 'Introduction to the legal framework on fundamental rights and international protection in the EU', which rose by 36% (874 in 2023 vs 1192 in 2024), and for the module 'Introduction to ethical and professional standards', which grew by 34% (679 in 2023 vs 912 in 2024).

Figure 32. Participations in interpretation modules

Interpretation modules
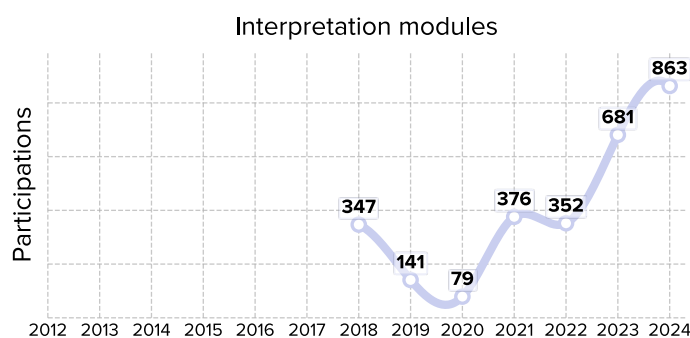
Source: European Union Agency for Asylum (EUAA)

In 2024, the interpretation modules recorded an overall 27% increase in participations. The module 'Working with an interpreter' saw a 74% increase in participations (248 in 2023 vs 432 in 2024), while the module 'Interpreting in the reception context' registered a 24% increase in participations (166 in 2023 vs 206 in 2024).

Figure 33. Participations in manager modules
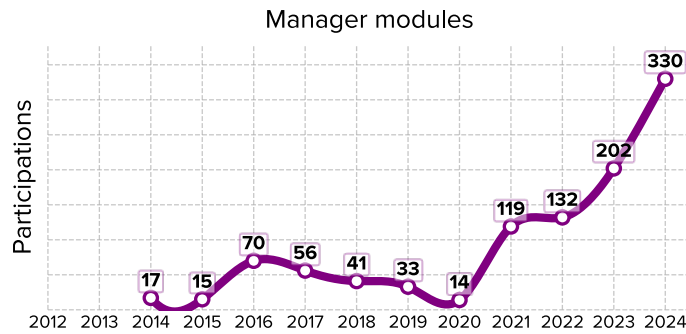
Manager modules

Source: European Union Agency for Asylum (EUAA)

In 2024, the manager modules recorded an overall 63% increase in participations That year, a new module, 'Contingency planning as part of the Pact', was introduced and recorded 82 participations. The module 'Management in the context of reception' recorded a 46% increase in participations (109 in 2023 vs 159 in 2024).

Figure 34. Participations in reception modules
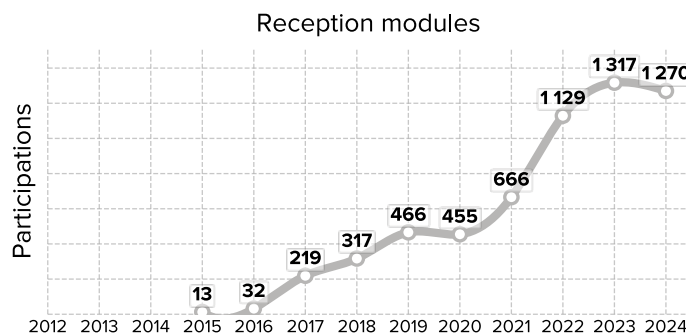
Reception modules

Source: European Union Agency for Asylum (EUAA)

In 2024, the reception modules recorded an overall 4% decrease in participations. A new module, 'The Reception Conditions Directive in the Pact', was introduced in 2024 and recorded 120 participations. Two upgraded modules– 'Reception of vulnerable persons – Block A' and 'Reception of vulnerable persons – Block B' – saw decreases in completed participations compared to 2023, with declines of 11% and 29% respectively. In contrast, the module 'Introduction to reception' reported a 318% increase in participations (34 in 2023 vs 142 in 2024), whereas the module 'The Assessment of Reception Conditions (ARC) tool in practice' registered a 39% decrease in participations compared to the previous year.

Figure 35. Participations in registration modules

Registration modules
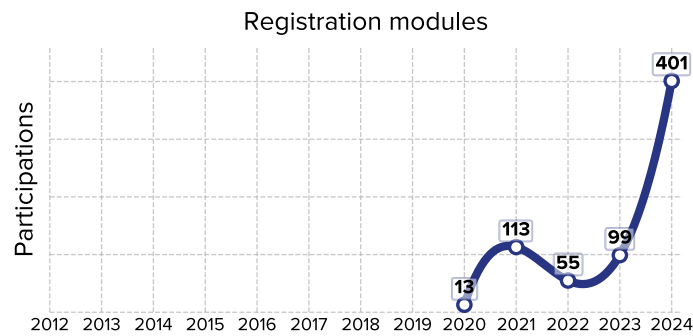
Source: European Union Agency for Asylum (EUAA)

In 2024, the registration modules recorded an overall 305% increase in participations. Two new modules were introduced under the registration topic in 2024: 'Access to the asylum procedure', with 103 participations, and 'Registration: Lodging an application for international protection', with 77 participations. Participations in the module 'Registration of applications for international protection' rose by 123% (99 in 2023 vs 221 in 2024).

Figure 36. Participations in resettlement modules

Resettlement modules
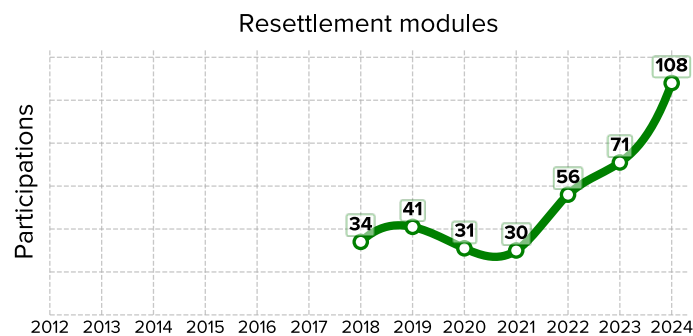
Source: European Union Agency for Asylum (EUAA)

In 2024, the resettlement modules recorded an overall 52% increase in participations. The module 'Resettlement' posted a 55% increase in participations (58 in 2023 vs 90 in 2024).

Figure 37. Participations in trainer horizontal modules

Trainer horizontal modules
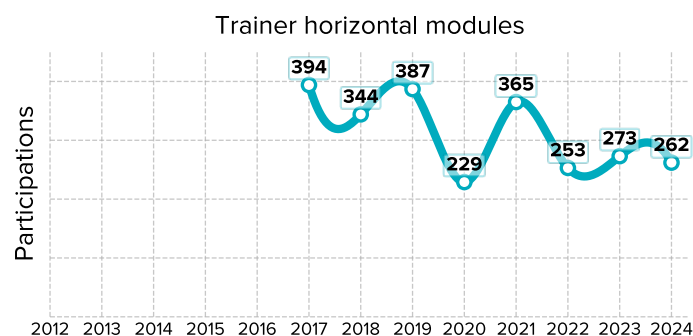
Source: European Union Agency for Asylum (EUAA)

In 2024, trainer horizontal modules recorded an overall 4% decrease in participations. The module 'Introduction to coaching' grew by 62% (34 in 2023 vs 55 in 2024), while 'Becoming an EUAA trainer and assessor' rose by 21% (150 participations in 2023 vs 181 in 2024).

Figure 38. Participations in vulnerability modules

Vulnerability modules
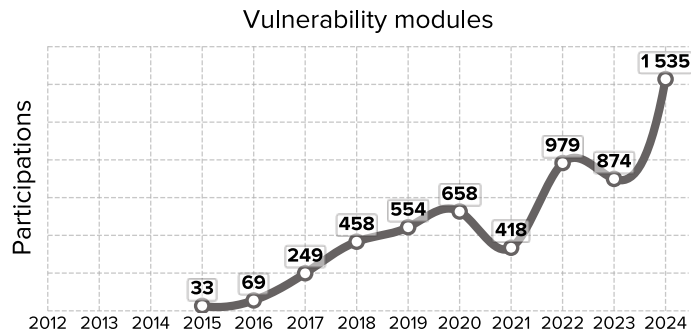
Source: European Union Agency for Asylum (EUAA)

In 2024, the vulnerability modules recorded an overall 76% increase in participations. A new module, 'Vulnerability in the Pact on Migration and Asylum', was introduced and recorded 134 participations. The module 'Children in the asylum process' showed a 539% increase in participations (23 in 2023 vs 147 in 2024), 'Applicants with SOGIESC' rose by 123% (47 in 2023 to 105 vs 2024), and 'Victims of gender-based violence' climbed by 111% (73 in 2023 vs 154 in 2024). The module 'Gender, gender identity and sexual orientation' also recorded a 59% increase in participations (232 in 2023 vs 370 in 2024).

3.2   Training insights

The previous chapters have outlined the results of participant training and the features of modules and sessions, while user feedback is presented in Chapter 4. The present chapter concentrates on outlining the characteristics of the training modules, uncovering associations among various factors (e.g. training content and participant engagement), and investigating the relationships among these elements. It makes use of exploratory data analysis approaches, whereby meaningful patterns in the data are presented using statistical graphics. This way, it presents useful data visualisations that shed light on potential factors influencing training outcomes, thereby informing future work that can utilise more research-oriented methods.

Two response variables (i.e. outcome measures) – completion rate and satisfaction – are considered in detail. Each is explored by means of its associations with one or more explanatory variables, e.g. delivery type (i.e. mode), duration, language (English vs other), organiser (EUAA vs other), level (introductory, intermediate or advanced), framework (permanent, operational, or third country), and module category (13 themes).

Each section presents a series of visual summaries using box-and-whisker plots (also knowns as box plots) to illustrate the relationship between the response variable and each explanatory variable. These plots offer a clear overview of typical values (the median, shown by central line) and the distribution of the data. The box represents the middle spread, where half the values fall (the interquartile range), while the whiskers extend to show the highest and lowest values that fall within 1.5x the interquartile range from the edge of each box.[4] The relationship between each element also shows any skew in the data – for example, a long tail on one side suggests that values are more spread out in that direction. To further explore interactions among the variables, selected examples of three-way plots are also included. These extend the two-way visualisation by showing how the relationships between variables changes depending on a third.

3.2.1.   Completion rate[5]

The following insights summarise the two-way associations between the completion rate and various explanatory variables:

- **Duration**: Modules with a longer duration tend to have lower completion rates. This may be due to reduced learner engagement over extended periods, difficulties in maintaining sustained motivation, increased likelihood of scheduling conflicts, or greater fatigue from prolonged learning activities.

- **Level**: Introductory modules exhibit lower completion rates, suggesting that participants may disengage when the content is perceived as too simple.

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[4] The adjacent values are the first values that fall within 1.5x the interquartile range and denote the extremes of the observed distribution. For clarity of presentation, a small number of *outside values* that are more extreme than the whiskers have been omitted from the plots.

[5] Indicates the percentage of learners who successfully completed a training activity. Ratio of completed participations to the number of enrolments.

- **Delivery type**: Fully online sessions exhibit lower completion rates compared to face-to-face or blended methods. This may be due to reduced learner engagement stemming from limited interaction, less immediate support or guidance, potential technological barriers, or difficulties in maintaining motivation in self-paced environments. Conversely, face-to-face or blended sessions typically offer direct trainer interaction and collaborative learning opportunities, which can enhance motivation, accountability and overall learner engagement.

- **Framework**: Sessions conducted in the context of permanent support have higher completion rates. This is likely because permanent support initiatives are integrated into long-term capacity-building frameworks, which provide structured follow-up, and dedicated resources – factors that may contribute to stronger learner engagement and commitment.

- **Organiser**: Sessions organised by the EUAA have slightly lower completion rates compared to other sessions; however, this difference may be partly due to EUAA sessions typically enrolling more learners – on average, these sessions have 50% more enrolments than other organisers. Larger learner groups generally experience higher dropout rates, resulting in lower relative completion percentages.

- **Language**: Sessions conducted in English show slightly higher completion rates compared to those delivered in other languages. This may indicate that participants find English-language materials more accessible or that such sessions attract learners who are more familiar with the training format. That said, translating modules into national languages remains essential to ensure accessibility, broaden participation, and enhance learner engagement.

- **Module category:** Modules in the 'Manager', 'Interpretation', 'Reception' and 'Foundation' categories tend to show lower completion rates. This may be due to a combination of factors. Foundation modules are typically shorter, which may reduce engagement, while Manager and certain Reception modules are more complex and demanding, potentially increasing the risk of non-completion. Additionally, the high prevalence of online delivery and the inclusion of larger or more diverse learner groups in these categories may lead to reduced interaction, higher dropout rates, and ultimately lower completion rates.

Figure 39. Two-way relationships between the completion rate and each factor
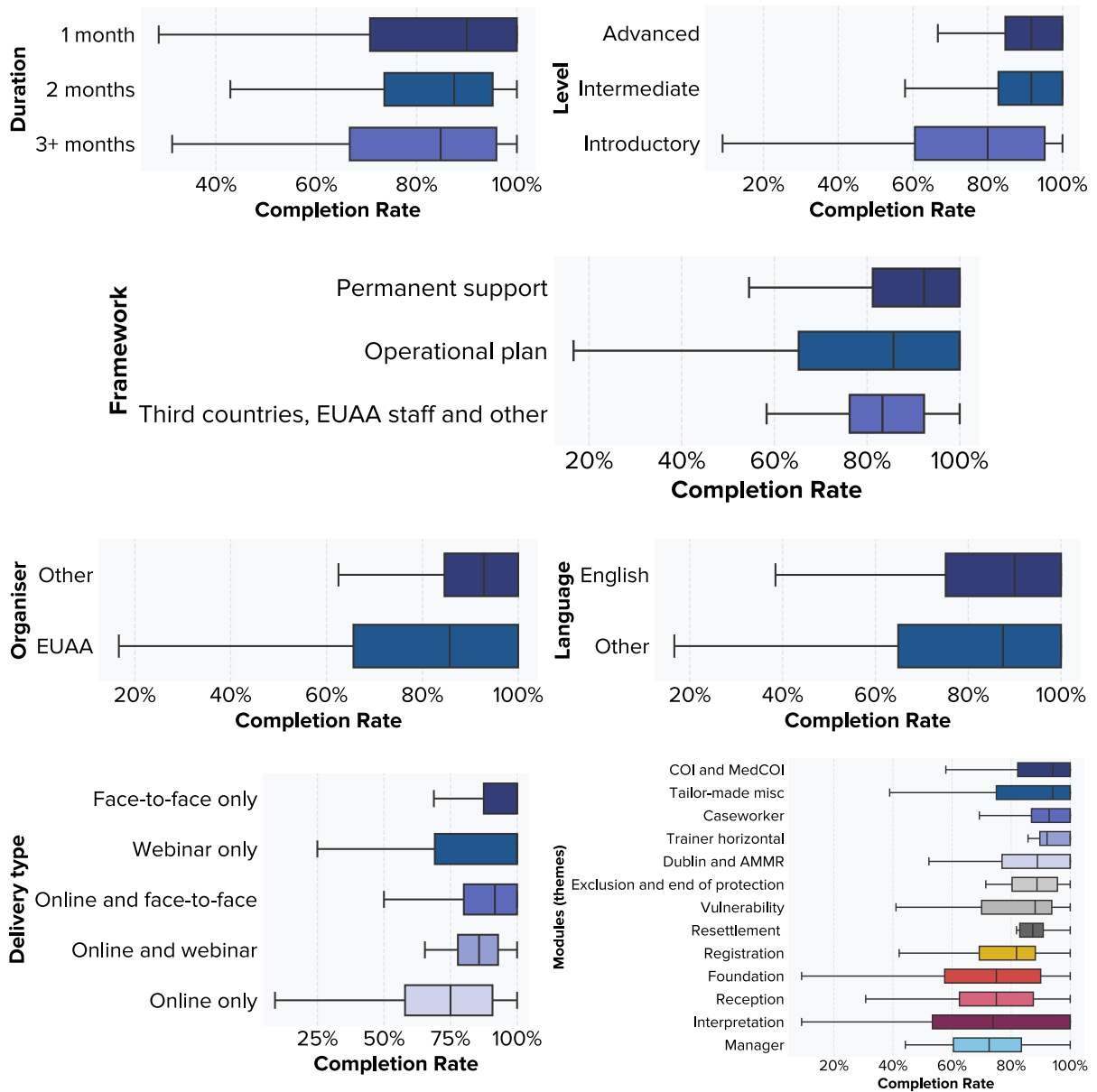
Source: European Union Agency for Asylum (EUAA)

Below is a summary of the three-way (lattice) analyses, where each factor is examined with the completion rate and in combination with a third variable to determine whether the original two-way relationships (outlined previously) remain consistent or show exceptions. For reasons of space, a selection of three-way lattice plots is provided. Overall, many of the two-way patterns persist, though some differences emerge when additional variables are introduced:

- **Duration:** Longer modules generally show lower completion rates. This association remains consistent across different organisers, levels and languages. However, in the 'Dublin and the AMMR', 'Foundation', 'Registration' and 'Resettlement' module categories, the pattern does not hold, and 'online and webinar' sessions actually show higher completion rates for longer modules. Similarly, for 'Third countries, EUAA staff or other' support types, session length does not affect completion.

- **Level:** Easier modules typically yield lower completion rates, suggesting that overly simple content may lead to disengagement. This relationship largely holds across organiser, language, duration, modality, and support category. However, for modules in the categories of 'Exclusion and end of protection' and 'Trainer horizontal', introductory-level modules register higher completion rates than intermediate-level ones.

- **Delivery type:** Fully online sessions tend to result in lower completion rates than face-to-face or blended approaches. This pattern remains consistent for most module categories and for different organiser, language and duration settings. Nevertheless, it does not hold for the 'Caseworker' module category, which does not show lower completion with fully online delivery. Similarly, the effect for permanent support changes, with 'webinar only' emerging as the modality with the lowest rates.

- **Framework:** Sessions in the context of permanent support usually feature higher completion rates, which continues to be true across language and duration. Nonetheless, this effect does not apply when the organiser is the EUAA, or for certain modules such as 'Exclusion and end of protection', 'Reception', 'Resettlement' and 'Tailor-made misc.'. In addition, it does not hold for introductory-level courses, nor does it apply in 'face-to-face only' or 'webinar only' delivery modes.

- **Organiser:** EUAA-organised sessions typically exhibit slightly lower completion rates. This holds up in most comparisons for language, duration, modality and support (except operational plans). By contrast, EUAA sessions in the 'Reception' and 'Resettlement' categories do not follow this trend, and no clear difference emerges for advanced-level modules.

- **Language:** Sessions delivered in English generally achieve slightly higher completion rates. This relationship is consistent across most organiser, level, duration and modality categories. However, for the 'Caseworker', 'COI and MedCOI', 'Exclusion and end of protection' and 'Registration' module categories, as well as in 'webinar only' sessions, English-language instruction does not confer a noticeable advantage.

Figure 40. Three-way relationships between the completion rate and selected factors
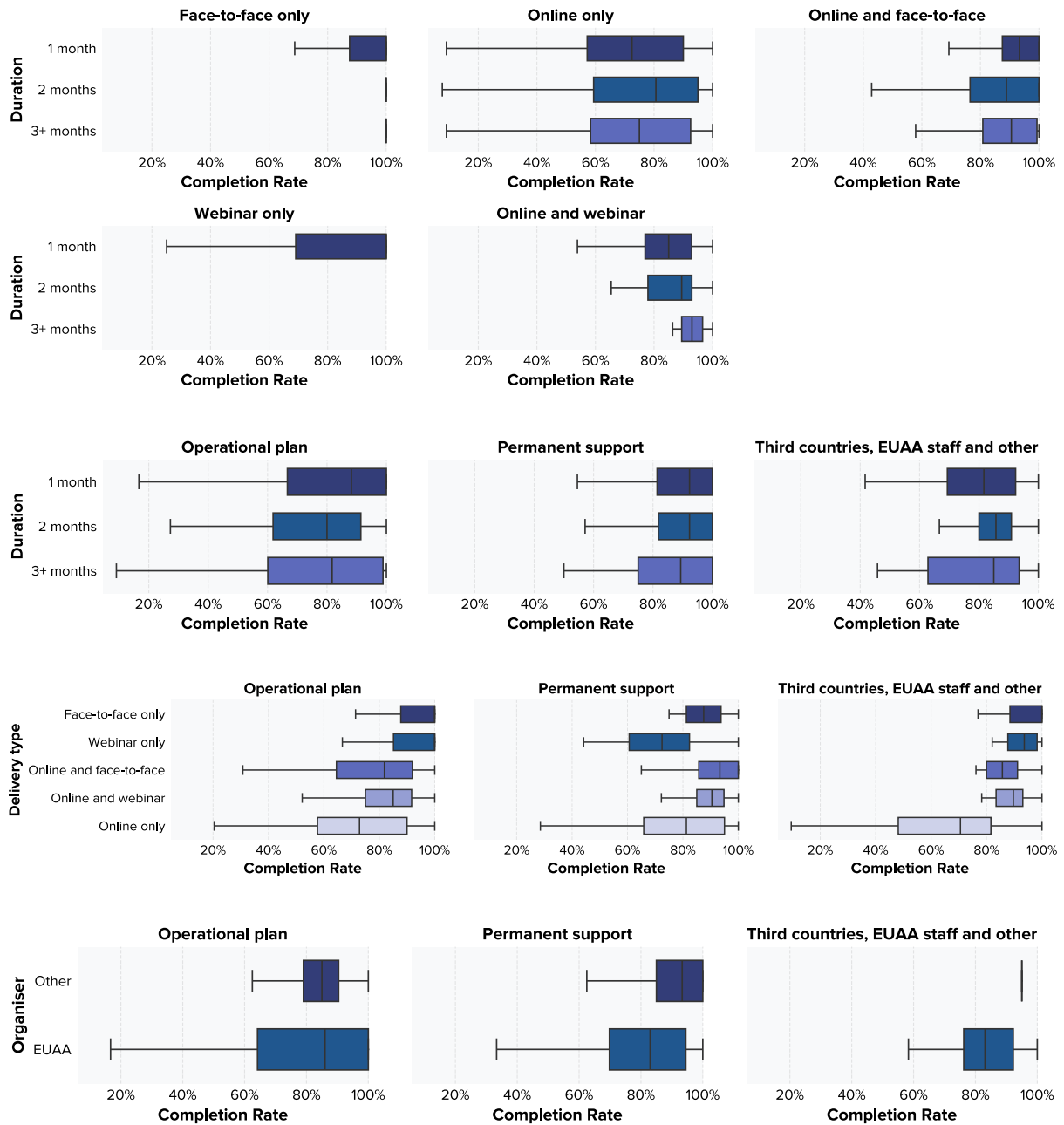
3.2.2. Satisfaction rate[6]

The following insights summarise the two-way associations between the satisfaction rate and various explanatory variables:

- **Duration**: Modules with a longer duration tend to have lower satisfaction rates, indicating potential fatigue or unmet expectations in longer training sessions.

- **Level**: More advanced modules show lower satisfaction rates, suggesting that learners may find certain complex topics less accessible or may prefer simpler, more introductory or intermediate content.

- **Delivery type:** Fully online modules exhibit lower satisfaction rates compared to face-to-face or blended methods. This may reflect reduced interaction, less immediate feedback, technological barriers, or challenges in sustaining motivation.

- **Framework:** Sessions in the context of permanent support tend to have lower satisfaction rates compared to those delivered in the context of operational support. This may be because operational support sessions typically respond directly to immediate or urgent training needs, closely aligning with learner expectations and creating a clear sense of relevance.

- **Organiser:** Sessions organised by the EUAA have higher satisfaction rates, implying effective management, alignment with learner needs, and/or robust course design and delivery.

- **Language:** Sessions conducted in English have slightly lower satisfaction rates, potentially due to participants' preference for or better comprehension of native/local language instruction.

- **Module category:** Modules in the categories 'COI and MedCOI' 'Foundation', 'Caseworker' and 'Exclusion and end of protection' tend to show lower satisfaction rates, suggesting that these categories may include more specialised or demanding content and a greater reliance on online delivery with limited face-to-face interaction. This combination can diminish engagement and reduce perceived relevance, resulting in a wide range of learner experiences and contributing to lower satisfaction rates.

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[6] Indicates overall learner satisfaction based on feedback calculated from closed questions regarding training content, teaching methods and overall experience.

Figure 41. Two-way relationships between the satisfaction rate and each factor
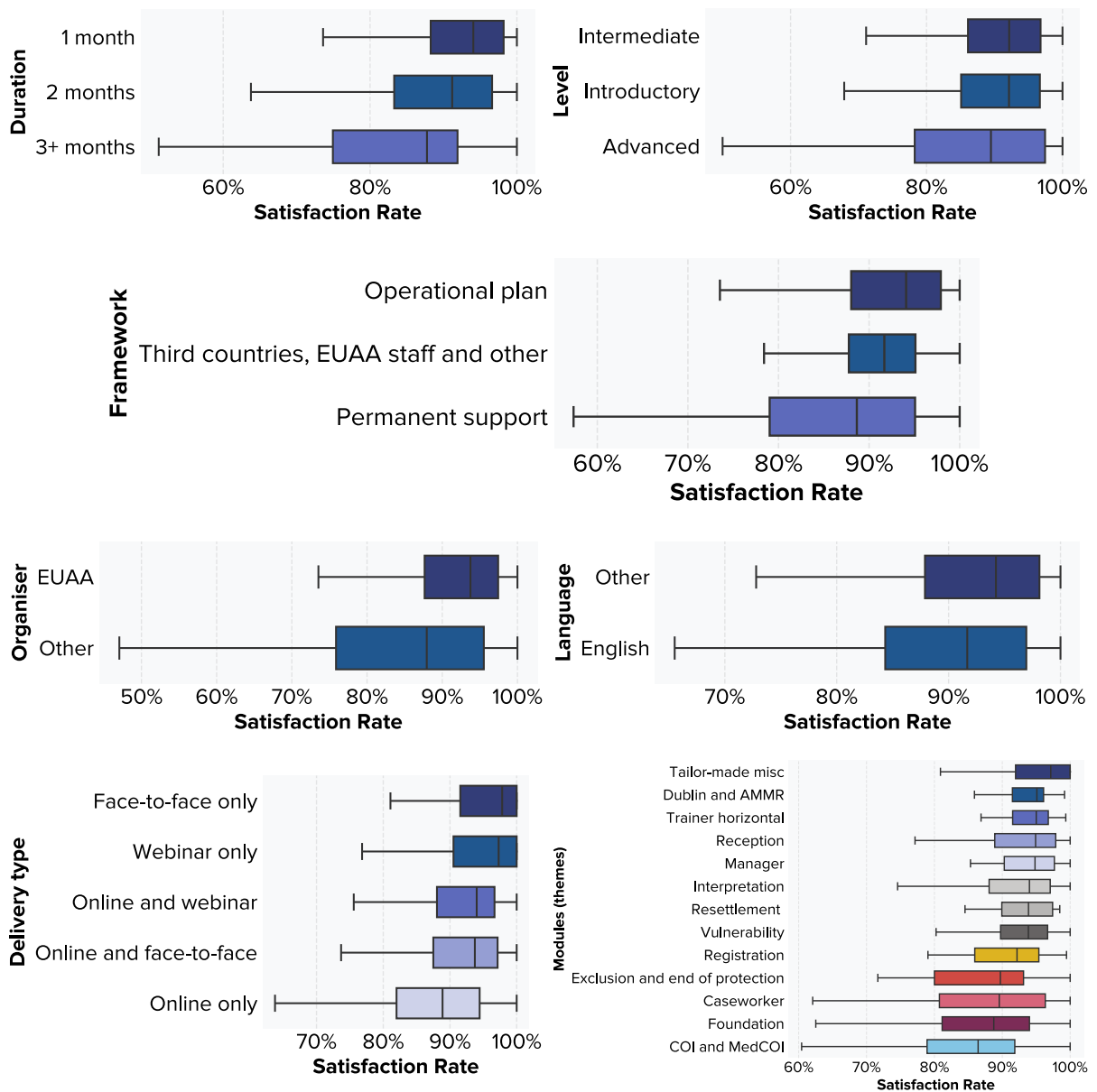
Source: European Union Agency for Asylum (EUAA)

Below is a summary of the three-way (lattice) analyses, where each factor is examined with the satisfaction rate and in combination with a third variable to determine whether the original two-way relationships (outlined previously) remain consistent or show exceptions. Once more for reasons of space, a selection of three-way lattice plots is provided. Overall, many of the two-way patterns persist, though some differences emerge when additional variables are introduced:

- **Duration:** Although longer modules generally show lower satisfaction rates (suggesting fatigue or unmet expectations), this effect remains consistent across most organisers, languages, modalities and support types, as well as for both introductory and intermediate levels. Conversely, the association does not hold for advanced-level modules or for several specific module categories – 'COI and MedCOI', 'Dublin and the AMMR', 'Exclusion and end of protection', 'Manager', 'Reception', 'Tailor-made misc.', 'Resettlement' and 'Trainer horizontal' where longer sessions do not necessarily reduce satisfaction.

- **Level:** While more advanced modules typically show lower satisfaction rates, reflecting potential challenges in higher-level content, this effect remains consistent for most languages, delivery types, support types and session durations (particularly shorter durations). In contrast, this does not hold if the organiser is the EUAA (where intermediate modules yield the highest satisfaction) or if the modules are in the 'Caseworker' category (where advanced modules do not produce lower satisfaction). Furthermore, for two-month sessions, introductory- and advanced-level modules exhibit similar satisfaction rates.

- **Delivery type:** Fully online sessions typically register lower satisfaction rates than face-to-face or blended approaches, likely due to reduced interaction and support. This relationship remains consistent across all organisers, module categories, module levels, languages, session durations and support types mentioned. No cases were reported where this effect does not hold, underscoring the robustness of this trend.

- **Framework:** Sessions in the context of permanent support tend to show lower satisfaction rates compared to those in the context of operational support, possibly because operational plans address immediate training needs and appear more relevant to participants. This pattern remains consistent across different organisers and most modules, levels, languages and durations. However, it does not hold under the 'face-to-face only' modality – where permanent support sessions achieve the highest satisfaction – or for 'Tailor-made misc.' modules, where the permanent support context does not necessarily mean lower satisfaction rates.

- **Organiser:** Sessions organised by the EUAA generally display higher satisfaction rates, likely reflecting effective design, strong alignment with learner expectations, or robust delivery strategies. This trend remains consistent for almost all module categories, levels, languages, durations, delivery types and support types. Nonetheless, it does not hold for 'Registration' modules, where EUAA-organised sessions do not consistently yield higher satisfaction.

- **Language:** Sessions delivered in English typically have slightly lower satisfaction rates, suggesting that many participants may prefer local or native language instruction. This pattern remains consistent across most organisers, module categories, levels, support types and delivery types. By contrast, it does not hold for 'Interpretation', 'Resettlement' and 'Tailor-made misc.' modules – where English does not diminish satisfaction – or for longer-duration (3+ months) sessions, where language choice shows little effect on satisfaction rates.

Figure 42. Three-way relationships between the satisfaction rate and selected factors
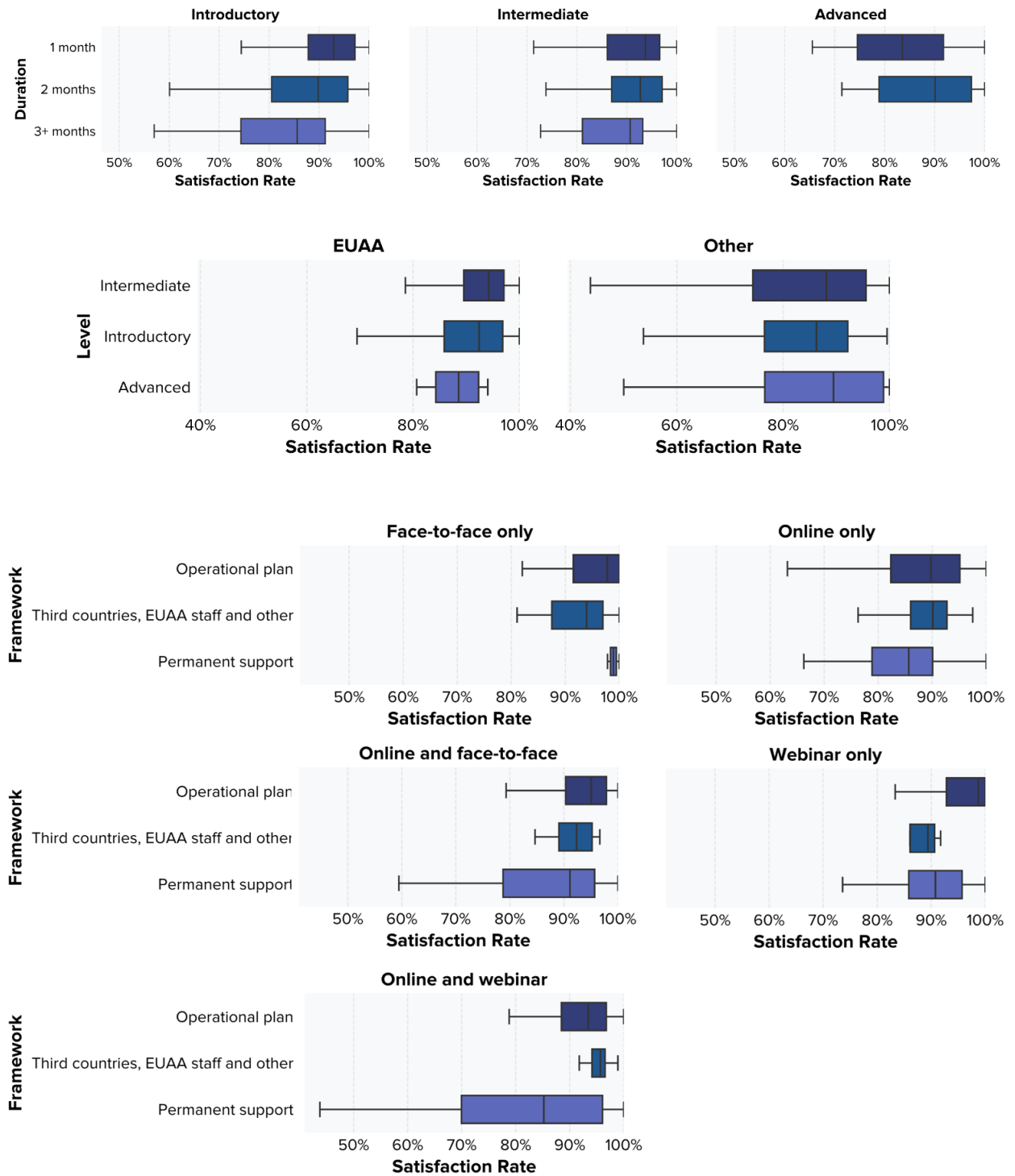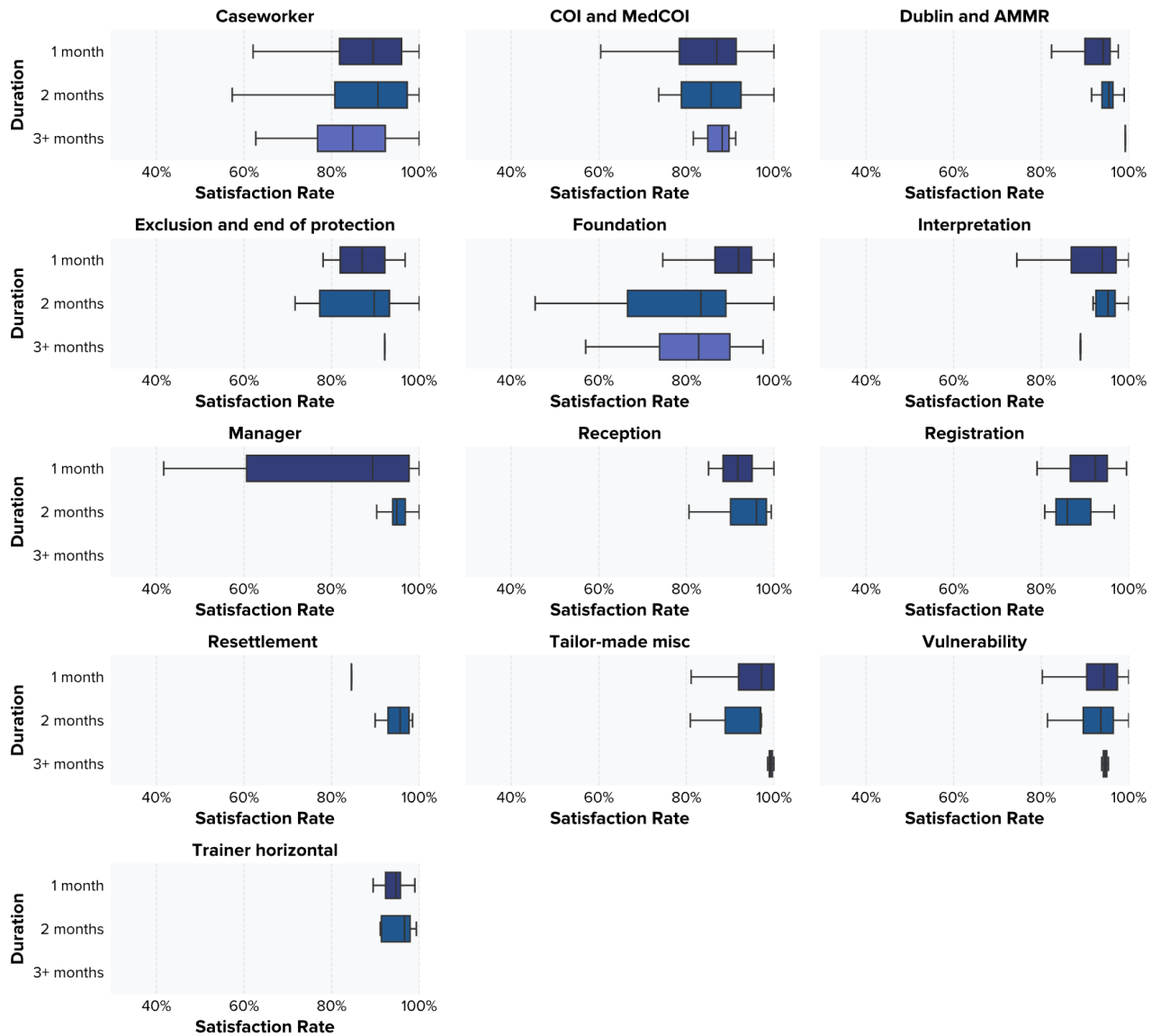
Source: European Union Agency for Asylum (EUAA)

3.2.3. Summary

Figure 43. Summary of the factors' relationships with the completion rate

	Weaker	Moderate	Stronger
Positive	Exclusion and end of protection modules Dublin and AMMR modules COI and MedCOI modules Trainer horizontal modules Level: Advanced	Duration: 1 month Tailor-made misc Delivery type: Webinar only Language: English Delivery type: Online and face-to-face	Level: Intermediate Framework: Permanent support Delivery type: Face-to-face only Organiser: Other than EUAA Caseworker modules
Negative	Language: Other than English Manager modules Registration modules Framework: Third countries, EUAA staff and other Delivery type: Online only other Duration: 2 months Duration: 3+ months Vulnerability modules Delivery type: Online and webinar Resettlement modules	Reception modules Framework: Operational plan Interpretation modules	Level: Introductory Delivery type: Online only Foundation modules Organiser: EUAA

Source: European Union Agency for Asylum (EUAA)

Figure 44. Summary of the factors' relationships with the satisfaction rate

	Weaker	Moderate	Stronger
Positive	Delivery type: Online and webinar Resettlement modules Interpretation modules Delivery type: Online and face-to-face Manager modules Dublin and AMMR modules Vulnerability modules Trainer horizontal modules Reception modules	Language: Other than English	Tailor-made misc Delivery type: Webinar only Organiser: EUAA Duration: 1 month Framework: Operational plan Delivery type: Face-to-face only
Negative	COI and MedCOI modules Exclusion and end of protection modules Delivery type: Online only other Framework: Third countries, EUAA staff and other Level: Intermediate Level: Advanced Registration modules	Duration: 3+ months Duration: 2 months Level: Introductory Language: English Caseworker modules	Delivery type: Online only Foundation modules Framework: Permanent support Organiser: Other than EUAA

Source: European Union Agency for Asylum (EUAA)

4. User experience, conclusions and future focus

4.1 What our learners say about the training they followed

Figure 45. Learner feedback on training sessions

I will be able to use what I learned in my work

Strongly Agree	Agree	Neutral
49.3%	42.3%	6.4%

The trainer(s) were knowledgeable about the subject matter

Strongly Agree	Agree	Neutral
64.6%	29.2%	5.0%

I am satisfied with this training

Strongly Agree	Agree	Neutral
49.1%	40.8%	7.4%

■ Strongly Agree ■ Agree ■ Neutral ■ Disagree ■ Strongly Disagree
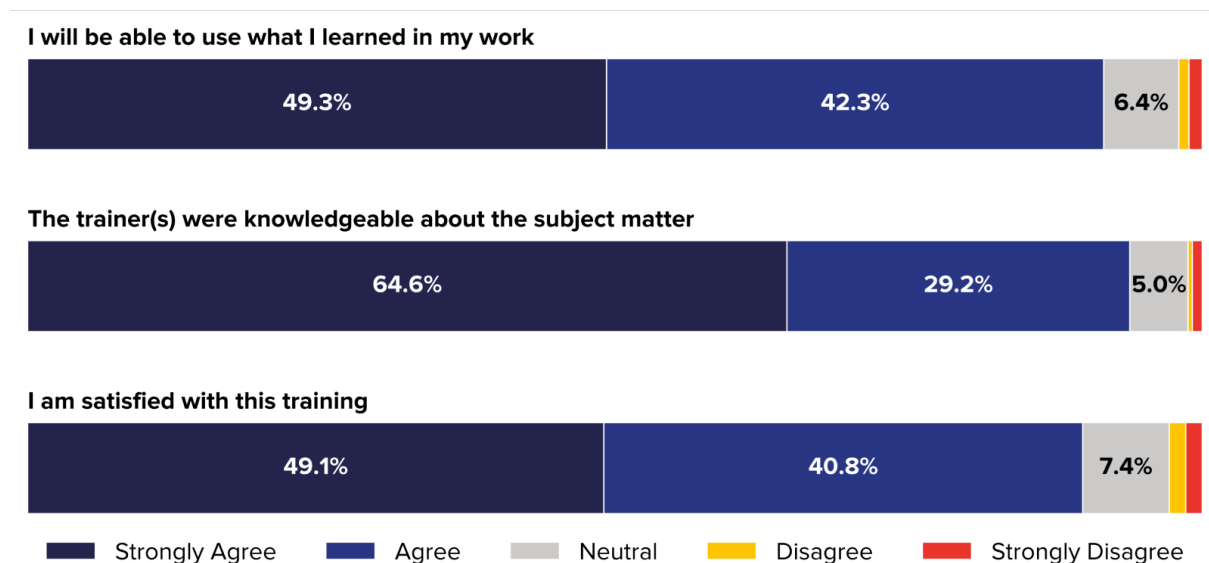
Source: European Union Agency for Asylum (EUAA)

Looking at the combined 'agree' and 'strongly agree' responses of learners to the closed questions of the feedback provided for each session, it can be seen that 92% felt that they would be able to use what they learned in their work, 94% of respondents thought that the trainer(s) were knowledgeable about the subject matter and, overall, 90% were satisfied with the training.

To explore the open-text feedback provided, an AI large-language model (RoBERTa) trained to classify the emotional tone of texts was used to generate scores for open-text feedback, known as sentiment scores, placed on a scale of –1 to 1, with –1 being the most negative comments, 0 being neutral and 1 being the most positive comments. These sentiment scores show moderate to strong correlations with the satisfaction measures obtained from the closed questions, which supports their validity. However, they also capture aspects of user feedback not covered solely by the closed questions. This is shown in the analysis using a quadrant plot.

The quadrant plot below illustrates the relationship between sentiment (horizontal axis) and satisfaction (vertical axis). Each point in the plot represents a training session, and both axes are dichotomised at their median values.

The top-left quadrant reveals unexpected negative comments (negative sentiment with high satisfaction), whereas the bottom-right quadrant captures unexpected positive comments (positive sentiment but low satisfaction). In contrast, the bottom-left and top-right quadrants show alignment between emotional tone and satisfaction levels. These findings underscore that open-text feedback does not always align with satisfaction metrics, providing valuable input for targeted improvements.

Figure 46. Relationship between emotional tone of comments and satisfaction ratings
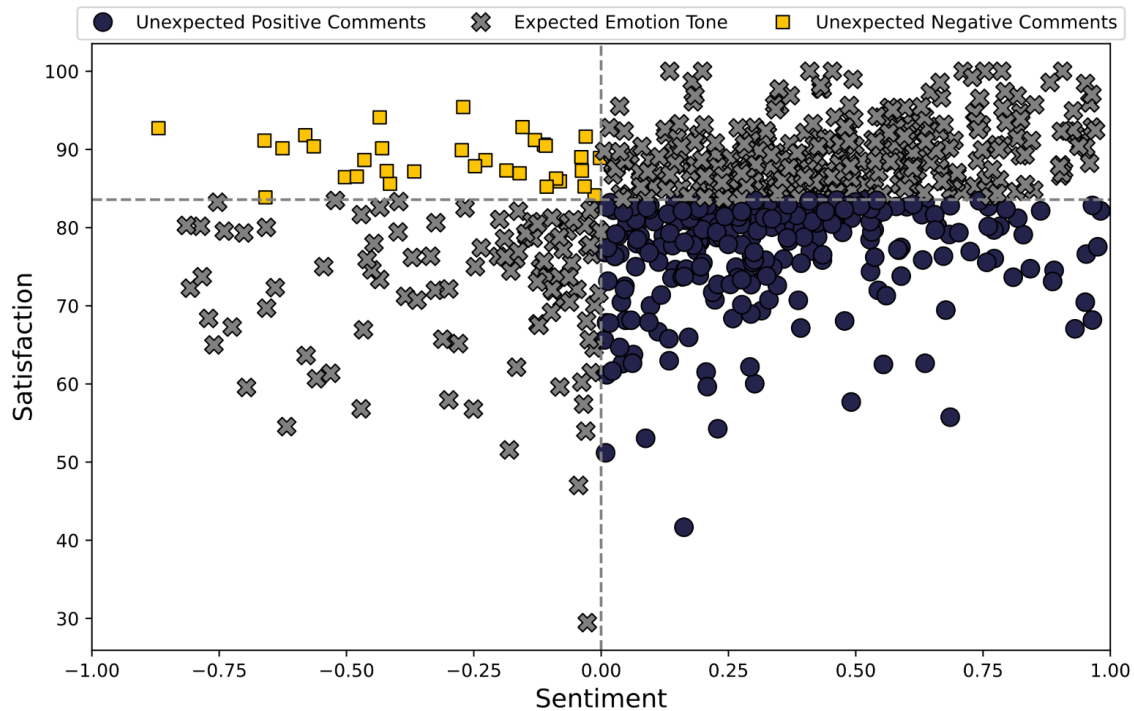
Source: European Union Agency for Asylum (EUAA)

To explore the open-text content further, a quantitative analysis of user feedback was carried out, capturing the most frequent adjectives used to describe the training. These are plotted using word clouds where the size of each word is proportional to its frequency in the original texts. The left-hand plot visualises negative comments (low sentiment, i.e. ≤ -0.5), which predominantly revolve around online delivery, technical difficulties, module complexity and module duration, while the right-hand plot shows positive comments (high sentiment, i.e. ≥ 0.5) and underscores the training's usefulness, quality and overall satisfaction.

Figure 47. Word clouds showing frequently used words in negative (left cloud) and positive (right cloud) user comments

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In general, the open-text feedback shows a clear overall positive trend, with our RoBERTa-based sentiment analysis model indicating that 4 out of 10 responses are 'very positive' and another 2 out of 10 are 'positive'. Only 2 out of 10 are neutral, and the remaining 2 out of 10 are divided evenly between 'negative' and 'very negative'[7]. This distribution suggests that the majority of users were satisfied with the training, though some key issues emerged from those with less favourable experiences.

Using an advanced AI method to extract topics (BERTopic), we observed distinct themes in both positive and negative comments. Those leaving very positive feedback most often praised the overall course quality (around 22% of all positive mentions), trainers' expertise (11%), and the clarity or usefulness of the materials (29%). In contrast, for the very negative group, the biggest concerns centred on translation difficulties (14%), IT issues (11%), material and content issues (11%), training format / online delivery (10%), assessment (9%), and trainers/facilitators (3%).

The two feedback measures – satisfaction and sentiment – can be used to tabulate the open-text feedback responses that correspond to high- and low-ranked sessions using those measures. Such tables provide a range of open-text responses that supplement the closed-question information on the session and module characteristics that users tend to applaud or complain about.

Two tables of comments for the top 10 and bottom 10 sessions ranked by the satisfaction measure, derived from the closed questions, were generated and then analysed. From the 10 sessions with the highest satisfaction, the comments tended to concern achievement of the *objectives*, *syllabus content*, *dynamic style of presentation* and *application to their work*,

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[7] The following convention was used to anchor the ordered qualitative labels to the polarity scores: Very Negative: [-1.0, -0.6], Negative: [-0.6, -0.2], Neutral: [-0.2, 0.2], Positive: [0.2, 0.6], Very Positive: [0.6, 1.0].

interspersed with a few cautionary remarks and *areas to consider for improvement*. The feedback from these various training sessions (from the 'Tailor-made misc.', 'Trainer', 'Reception', 'Caseworker' and 'Manager' modules) reflected a high level of satisfaction, with scores consistently above 95%. Participants appreciated the clear objectives, the practical and accessible content, and the dynamic methodologies employed by trainers, which facilitated both learning and engagement. Many highlighted the usefulness of the training in addressing specific skills, such as public speaking and the application of theoretical knowledge in practical scenarios. The online components were praised for their user-friendliness and interactivity, while face-to-face sessions were valued for their structure and opportunity for discussion. Suggestions for improvement included extending the duration of certain training modules and incorporating more role-playing activities. Overall, the sessions were well-organised, met or exceeded expectations, and provided valuable tools and knowledge for participants' professional development.

From the 10 sessions with the lowest satisfaction, comments related to *level of difficulty* (too hard or too easy), *problems with completing training during working hours*, *material not targeted to the learner group*, *difficulties with navigation* and *language*. The open-text feedback from these lowest-scoring sessions, i.e. below 60% satisfaction (from the 'Foundation', 'Interpretation' and 'Manager' modules), indicated several challenges and areas for improvement. Participants reported that the material was often too extensive, not always relevant to their roles, and sometimes difficult to navigate or follow, especially in different language versions. Technical issues, such as complicated navigation and the inability to skip content, caused frustration. Some found it difficult to participate during working hours, and the lack of translation during certain sessions hindered understanding. While some appreciated the usefulness of the material and the quality of exercises, others felt the content and design needed updating, with suggestions to include more engaging elements like videos and animations, and to reduce the theoretical load. Overall, the sessions received lower satisfaction scores, reflecting the need for clearer, more concise and better-adapted training materials.

A further two tables of the top 10 and bottom 10 comments ranked by the sentiment score derived from the open-text feedback were analysed. As the sentiment scores capture the emotional content of texts, they tend to indicate enthusiasm for or dislike of the corresponding session, but they also provide some more detail about why learners felt this way. The top 10 comments tended to concern *liking the session*, *learning a lot*, *feeling satisfied*, *looking forward to using the material in their work* and *wanting to attend more training in the future*. The feedback for these 10 sessions across various training modules ('Reception', 'Foundation', 'Tailor-made misc.', 'Manager', 'Trainer horizontal' and 'Vulnerability') highlights overwhelmingly positive experiences, showing sentiment scores above 0.986 on a scale of -1 to 1, with participants expressing satisfaction, enthusiasm and gratitude for the content and delivery of the sessions. Attendees appreciated the engaging presentations, practical knowledge, and opportunities to apply newly learned techniques in their work. Many praised the trainers' expertise and expressed eagerness to join future sessions, describing the training as highly valuable, well-organised and impactful. The specific modules of 'Reception', 'Tailor-made misc.' and 'Trainer Horizontal' received commendations for exceeding expectations and fostering meaningful connections among colleagues. Overall, participants view these training modules as enriching opportunities for professional growth and skill enhancement.

In contrast, the 10 lowest comments relate to *lagging video and navigation problems*, *criticism of design*, *level of difficulty* (too easy), *material not targeted to the learner group* and *use of role-play.* Participants in these 10 sessions reported significant dissatisfaction with several training modules ('Registration', 'Foundation', 'Vulnerability' and 'Caseworker'), showing sentiment scores of below -0.908 and citing persistent technical issues such as videos that lagged or failed to load, which forced some to guess answers and left others unable to complete the course. Many described the course design as poor, with serious mistakes in case studies, unnecessarily complex navigation, and a lack of clear instructions. Some found the content repetitive, lacking in depth, or irrelevant to their professional needs, with one participant stating that the training was more suitable for elementary students than police officers. Overall, these sessions were perceived as frustrating, unhelpful and below the expected standards, leading some to state that they would not participate again.

These findings offer practical insights into areas where the training excels, particularly the comprehensive content and dedicated facilitators, and where improvements could further enhance user satisfaction, such as refining online delivery methods and ensuring more robust IT support.

4.2   How our vocational training is linked to job tasks

To supplement the materials derived from the feedback forms following training sessions, the Agency also contacted its alumni in three Member States (Portugal, Spain and Sweden) to gather testimonials on their experiences of training. Training national contact points, managers, caseworkers and trainers provided short descriptions, highlighting their experiences as well as how EUAA training relates to the job tasks of officials in their settings. These can nicely be captured in the statement 'The training of the EUAA has been key, providing us with a space for reflection, exchange and learning that has allowed us to place international protection as a central aspect in our professional work" (Paula Barros, Childhood and Migration Service (Training Focal Point, Madrid)). Nine testimonials, covering a variety of reflections, are provided below.

Lina Canha, Director of the Agency for Integration, Migration and Asylum (AIMA), Portugal

'I would like to share the positive impact that the training sessions have had on our team. From the very beginning, we realised that investing in the development of staff not only strengthens their individual skills but also enhances the quality and efficiency of teamwork. The training provided new knowledge, improved internal communication, and increased motivation across the board. We were able to practically apply the content covered, resulting in more efficient processes and better decision-making. Additionally, we noticed an increase in proactivity and collaboration among colleagues, creating a more dynamic and productive work environment. Without a doubt, this investment in training has added immense value to all of us, allowing each individual to reach their full potential and contribute to an even more promising future.'

Nael D'Almeida, Asylum Case Officer, Agency for Integration, Migration and (AIMA), Portugal

'During the year 2024, I had the opportunity to participate in 3 training sessions administered by the EUAA, namely: Inclusion, Asylum Interview Method, and Evidence Assessment. As a case officer at the National Centre for Asylum and Refugees in Lisbon, who interviews and analyses asylum cases, these training sessions allowed me to reassess my work, identify best practices, and practices that need to be corrected. They provided me with concrete methods for daily use, in interviews as well as in evidence assessment and later in the decision-making process regarding international protection applications. Without a doubt, the EUAA training sessions are a valuable asset for our professional growth as workers in the field of asylum and international protection.'

Cecília Soares Mendes, National Contact Point, Coordinator of the AIMA Academy, Portugal

'The EUAA training sessions had a highly positive impact on the AIMA team, a newly established agency. The training was crucial in developing the skills of our staff in the field of asylum and international protection. The trainers, with their extensive experience, played a key role in enhancing our technical and practical capabilities. The impact was clear, strengthening team spirit and fostering greater collaboration and efficiency in our daily processes. We are grateful to the EUAA for their ongoing support and partnership.'

Susann Dako, Head of Unit, Swedish Migration Agency

'I was in Malta in June 2024 to teach the course 'Interviewing vulnerable persons'. It was my first experience of holding the course outside of my home country, Sweden. Meeting colleagues from other countries was the highest impact. It was such a great experience to share experiences of difficult interviewing situations and learning that we have very much the same experiences regardless of in which country we are working.'

Gimja Aldrich Kiros, Case Officer, Swedish Migration Agency I

'I enhanced my existing knowledge and discovered new interview techniques during this course. I found the seminar to be exceptionally rewarding, the group exercises, role-playing, and case studies provided invaluable insights into the behaviours of both asylum seekers and case officers.'

Johanna Westin, Decision-Maker, Swedish Migration Agency (trainer)

'When I get questions from participants that have a new and totally different perspective than mine and challenging me to re-evaluate my position on an issue, or what I think I already know, I feel that the training session gives me almost just as much new knowledge as I can give to the participants. After almost every session I gain new perspectives that I can use when assessing cases.'

Gabriel Orihuela, director of an emergency facility, Gran Canaria

'I would highlight the role of the trainers, who in addition to having more than enough knowledge to teach the program BETA correctly, they have personal and professional skills that make everything flow in a relaxed way, encouraging joint participation at all times and making us feel safe, generating a very pleasant space, which I would say that I have rarely or never been able to enjoy in other similar experiences. The planning of the contents to be taught is very much oriented to daily practice, being one of the training programs I have attended which has had the most impact on the daily management of my work.'

Ana Prado, Sub-directorate General of Programmes, Ministry of Migration, Spain (trainer)

'The dynamic format of the face-to-face sessions is always very well received by the participants and, together with the quality of the content of the online module, makes the course attractive as well as useful. We regularly repeat the same training, and it continues to arouse great interest. We always recommend it when new personnel join the team, because it helps not only to approach, but to delve into the subject in an accessible and fast way.'

Paula Barros, Childhood and Migration Service, Madrid (Training Focal Point, Madrid)

'Training is one of the fundamental pillars in any job, as it allows us to learn about new perspectives and improve our daily practice. When this training is placed in a European context, in which diversity can be challenging, and extends to the day-to-day life of colleagues in different parts of Spain, it becomes an essential tool for both professional and personal growth. The training of the EUAA has been key, providing us with a space for reflection, exchange and learning that has allowed us to place international protection as a central aspect in our professional work.'

4.3 Training Plan and catalogue news

4.3.1. Overview of the EUAA Training Plan 2024

The EUAA Training Plan, available on the official EUAA website, provides a structured and systematic approach to training delivery. These plans cover the training curriculum in the context of permanent support organised by the EUAA. To further enhance accessibility, in 2024, a dedicated plan was introduced to outline all EUAA tailor-made training sessions, providing stakeholders with a comprehensive overview of available training opportunities. The plans include information on training plan, name of the module, target group, location, estimated time for online studies, registration deadline, online duration, webinar / face-to-face dates and assessment date.

In response to insights gathered from the Training Needs Survey, in 2024 the EUAA increased its focus on webinars by nearly 10% compared to 2023 as a key component of face-to-face training delivery. This enhancement has reduced the need for physical presence, making participation more accessible for learners across Member States.

4.3.2.   Training Catalogue 2024

The Training Catalogue provides an introduction to the European Asylum Curriculum and then presents each module, which is placed into one of the following categories: Advanced core modules, Country of origin modules, Dublin modules, Exclusion modules, Modules for managers, Reception, Registration, Resettlement, Vulnerability, Communication and information provision, Qualification for international protection, and Orientation course. The modules have been developed within the framework of the Common European Asylum System's (CEAS) legal instrument – the Convention Relating to the Status of Refugees (the Refugee Convention) of 1951 and its Protocol – and other relevant international and European law.

(a)   New training modules launched in 2024

In 2024, the EUAA launched five new or upgraded training modules. The newly developed registration modules are designed for officials who first come into contact with individuals who may need or wish to apply for international protection, as well as those responsible for registering and lodging applications. These modules form the 'Registration modules' component within the EUAA Training Curriculum. Additionally, the introductory and intermediate modules on the reception of vulnerable persons were revised, and an upgraded version was introduced to align with accreditation requirements and standards.

The EUAA also launched the 'Public speaking and persuasive communication' module to enhance the communication and persuasion skills of trainers and asylum/reception officials. This module is currently classified under the 'Tailor-made training' category.

Table 3. New training modules launched in 2024

Registration modules	Reception modules	Professional development
Access to the asylum procedure: Making an application for international protection	Reception of vulnerable persons: Identification of vulnerability and provision of initial support (Block A)	Public speaking and persuasive communication
Registration: Lodging an application for international protection	Reception of vulnerable persons: Needs assessment and design of interventions (Block B)	

(b)   Tailored-made training in the context of the Pact on Asylum and Migration

To support the implementation of the new Pact on Migration and Asylum, a series of tailor-made training modules was launched in 2024. These new modules provide essential guidance on key legislative changes, helping policymakers, legal advisors and operational staff navigate the

evolving EU asylum and migration framework. All new training are webinars that take between 3.5 and 6 hours to complete.

Table 4. Tailored-made training in the context of the Pact on Asylum and Migration

Tailor-made training modules	Description
Vulnerability in the Pact on Migration and Asylum	Explores the key vulnerability-related provisions introduced by the Pact, focusing on access to procedures, safeguards, rights and reception conditions for vulnerable persons, including children.
The asylum procedure in the Pact on Migration and Asylum	Overview of the new and revised provisions of asylum procedure, with focus on the Asylum Procedures Regulation (APR), screening processes, procedural guarantees and special procedures.
The Reception Conditions Directive in the Pact on Migration and Asylum	Overview of the recast 2024 Reception Conditions Directive, covering key changes in material reception conditions, detention, special reception needs, pre-integration measures and contingency planning.
The new Asylum and Migration Management Regulation (AMMR)	Impact of the AMMR, criteria for Member State responsibility, procedural changes, introduction of a solidarity mechanism.
Contingency planning under the Pact on Migration and Asylum	EUAA contingency planning methodology, guidance on the development of contingency plans using the EUAA template.

(c) Translation

In 2024, the EUAA continued to support the translation of European Asylum Curriculum training modules, achieving significant milestones in multilingual accessibility. This increase in the number of supported languages highlights the Agency's commitment to inclusivity and the broader dissemination of its translated resources. The consistent growth in translations over the years reflects a dedicated effort to enhance accessibility and address the diverse linguistic needs of its stakeholders.

Translation achievements in 2024:

73 translations completed into **17** languages	**18 027 pages translated**, including **2 207 pages in non-EU languages**	Nearly **12 hours of subtitles** created to support multilingual access

Source: EUAA

(d)   Trainer horizontal' curriculum

In 2024, the horizontal curriculum played a key role in training of a growing number of asylum and reception officers, alongside an expanding pool of 205 new trainers and assessors under the 'Becoming an EUAA trainer and assessor' module.

Additionally, interest in coaching fundamentals recorded a significant rise. The 'Introduction to coaching' module was delivered six times as part of a collaborative effort under the permanent and operational support initiative, increasing by more than half compared to the previous year.

(e)   EUAA Conference for Trainers: A platform for professional growth

The **EUAA Conference for Trainers** took place on 13 and 14 June 2024 in Malta, providing a dynamic platform for team building and professional exchange. Trainers from various Member States gathered to discuss and share insights on training and learning in contemporary contexts. The 2024 conference focused on skill enhancement through dedicated sessions on:

- public speaking techniques;
- effective feedback strategies to improve learner engagement; and
- methods to enhance trainer effectiveness.

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An interactive session explored the interpretation and implementation of work-based learning across Member States, fostering creative brainstorming and collaboration. A key highlight of the event was the opportunity to strengthen professional networks among trainees from different Member States, reinforcing the EUAA's commitment to promoting excellence in training delivery and the professional development of its network.

(f)   New technologies

Plagiarism check

Academic integrity remains a priority for the EUAA. In 2024, all newly developed training modules underwent plagiarism checks to ensure high standards of originality, credibility and accuracy. This process not only identified potential instances of copied content but also evaluated the reliability of sources, ensuring that they were peer-reviewed and correctly cited. By implementing these measures, the EUAA guarantees that its training materials are trustworthy, accurate, and uphold the highest standards of academic integrity.

As part of its ongoing commitment to ethical learning, the EUAA is developing a plagiarism check tool for trainees. While still in progress, this initiative aims to help trainees verify the originality of their work and ensure proper referencing. By integrating such measures, the EUAA fosters a culture of transparency, accountability, and respect for intellectual property, providing valuable resources for both learners and trainers to engage in authentic and responsible learning.

LMS enhancements

As part of its commitment to supporting learners, the EUAA introduced the 'Orientation for learners' module in early 2024. This fully automated, self-paced module is designed to help both new and existing learners engage more effectively with the European Asylum Curriculum and its associated training processes. The key features of the module are as follows:
1. Guidance on the EUAA training organisation, delivery, assessment and quality assurance.
2. Information on addressing specific issues or topics within the training context.
3. Details on available technical, administrative and academic support.

With an estimated completion time of approximately 65 minutes, this module ensures easy access to essential training resources, empowering learners to navigate the EUAA training system efficiently.

(g)   Other achievements

Data and reporting: between 1 January and 9 October 2024, the centre responded to 224 training data requests, covering areas such as country and content-specific factsheets, training feedback and operational training data. The average delivery time was 4.2 days. Detailed monitoring reports for quarterly satisfaction surveys were also developed, leading to time and cost savings.

Training Needs Analysis: 2024 was particularly active for TNA activities, with comprehensive analyses conducted in Italy and the Western Balkans to address regional training needs. A revision of the TNA methodology was completed, introducing a TNA Fast Track procedure currently awaiting approval. Additionally, work began on an Overarching TNA approach designed for systematic application across multiple countries. This new framework aims to harmonise and integrate TNA processes across regions, supported by external expertise. These

developments are expected to enhance the effectiveness and consistency of Training Needs Analyses across different regions.

Evaluation and accreditation activities: the Centre played a key role in supporting the Agency's evaluation function by coordinating evaluations of operational plans and roadmaps while monitoring permanent support activities. Activities also included contributing to licensing and accreditation efforts for the EUAA Academy programme and developing measurement tools for the EUAA Monitoring Project, which is set to launch in January 2025. Additionally, the Centre provided analytical support for a quasi-experimental study using its Quality Assurance Tool (QAT) scores to inform randomised control trial planning. It also actively refined methodologies for creating the Annual Training Plan by reviewing existing procedures to enhance efficiency and ensure robust future planning processes.

4.4   Conclusions and future focus

The EUAA made significant strides in addressing the growing demand for asylum training across the EU in 2024, with key achievements including a substantial increase in training delivery, the introduction of internationally recognised qualifications, and the development of a more targeted approach through the revised Training Needs Analysis (TNA) methodology.

As highlighted in Chapter 2, the expansion of the European Asylum Curriculum, coupled with the introduction of new trainers and the overwhelmingly positive feedback from participants, further underscores the relevance and quality of the EUAA's training initiatives. Notably, 2024 saw a record number of over 100 000 officials trained across all training activities offered, resulting in a 49% increase in operational support activities and a 13% increase in participation in permanent support activities compared to 2023. The overall satisfaction rate of 89% among participants demonstrates that the EUAA's training activities are well-received and effective in building the capacity of asylum and reception officials.

The analyses presented in Chapter 3 provide valuable insights into the characteristics of the training programmes and the factors that influence training outcomes. The findings suggest that modules with longer durations tend to have lower completion rates, and that fully online sessions exhibit lower completion rates compared to face-to-face or blended methods. Additionally, the importance of language is highlighted, with sessions conducted in English showing marginally higher completion rates. Furthermore, sessions in the context of permanent support demonstrate higher completion rates, while EUAA-organised sessions typically exhibit slightly lower completion rates. In terms of trends in content themes, foundation modules took the lead in 2024, accounting for 33.60% of all participations. Overall, the EUAA's training programmes are effective in building the capacity of asylum and reception officials, and its training activities are well-aligned with the needs of its stakeholders.

The feedback from learners, as presented in Chapter 4, highlights the overall satisfaction with the EUAA's training initiatives, with 92% of respondents feeling that they would be able to use what they learned in their work, and 94% of respondents thinking that the trainers were knowledgeable about the subject matter. The analysis of open-text feedback, using a large-language model, revealed moderate to strong correlations with the satisfaction measures, and provided valuable insights into the aspects of the training that learners found most useful, such

as the practical application of the training content, the quality of the trainers, and the relevance of the training to their work. The quadrant plot analysis showed that while there was a general alignment between sentiment and satisfaction, there were also instances of unexpected positive or negative comments, highlighting the importance of considering both quantitative and qualitative feedback in evaluating the effectiveness of the training. Overall, the learner feedback suggests that the EUAA's training initiatives are having a positive impact on the knowledge, skills and competencies of asylum and reception officials, and provides a solid foundation for the Agency's future training activities.

Looking ahead, the EUAA is committed to expanding its training offerings to meet the evolving needs of Member States, with plans to introduce additional accredited modules to support Member States in preparing for the Pact's legal requirements, while also providing opportunities to earn internationally recognised qualifications. This also includes continued support to Member States experiencing migratory pressure, with the aim of helping strengthen the overall capacity for asylum and reception system. The launch of a European Master's in Asylum and Reception Management will further contribute to this goal, ensuring that asylum and reception officials are well-equipped to manage asylum procedures in line with EU standards, strengthening the professionalisation of the sector and contributing to greater convergence across EU asylum systems. By continuing to build on its successes and address the evolving needs of its stakeholders, the EUAA is well-positioned to lead the transformation of the asylum and reception sector, with a strong focus on professionalisation, quality and impact.

Annex 1: Tables

Table 5. Sessions delivered by the EUAA under the Annual Training Plan 2024: learner curriculum

Content	Sessions	Participations
Module: Introduction to the legal framework on fundamental rights and international protection in the EU	3	114
Module: Introduction to ethical and professional standards	3	85
Module: Introduction to vulnerability	2	57
Module: Introduction to communication for asylum and reception practitioners	2	52
Module: Professional wellbeing	2	45
Module: Registration: Lodging an application for international protection	1	44
Module: Trafficking in human beings	2	41
Module: Children in the asylum process	2	38
Module: The Dublin III Regulation	2	38
Module: Medical country of origin information (basic)	3	34
Module: Country of origin information	2	33
Module: Victims of gender-based violence	2	28
Module: Introduction to reception	1	27
Module: Access to the asylum procedure: Making an application for international protection	1	26
Module: Working with an interpreter	1	21
Module: Gender, gender identity and sexual orientation	1	20
Module: Identification of potential exclusion cases	1	20
Module: Inclusion – advanced	1	19
Module: Interviewing children	1	18
Module: Identification of potential Dublin cases	1	17
Module: Asylum interview method	1	16
Module: Evidence assessment	1	16
Module: Reception of vulnerable persons: identification of vulnerability and provision of initial support – Block A	1	15
Module: Reception of vulnerable persons: need assessment and design of interventions – Block B	1	14

Module: Applicants with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC)	1	13
Module: Application of exclusion clauses for people undeserving of international protection	1	13
Module: Inclusion	1	13
Module: Interpreting in the reception context	2	13
Module: Interviewing vulnerable persons	1	13
Module: Management in the context of reception	1	13
Module: Resettlement	1	11
Module: Conflict management and mediation in reception – level A	1	10
Module: End of protection	1	10
Module: Management in the asylum context	1	10
Module: Medical country of origin information (advanced)	2	8
Module: Interpreting in the asylum context	1	2

Table 6. Sessions delivered by the EUAA under the Annual Training Plan 2024: content module assessment

Content	Sessions	Participations
Module: Introduction to ethical and professional standards	2	5
Module: Victims of gender-based violence	2	2
Module: Working with an interpreter	1	2
Module: Asylum interview method	1	1
Module: Children in the asylum process	1	1
Module: Evidence assessment	1	1
Module: Inclusion	1	1
Module: Introduction to communication for asylum and reception practitioners	1	1
Module: Introduction to the legal framework on fundamental rights and international protection in the EU	1	1
Module: Introduction to vulnerability	1	1
Module: Professional wellbeing	1	1

Table 7. Sessions delivered by the EUAA under the Annual Training Plan 2024: tailor-made courses

Content	Sessions	Participations
Tailor-made: The new Asylum and Migration Management Regulation (AMMR)	4	157
Tailor-made: The Asylum Procedure in the Pact on Migration and Asylum	3	103
Tailor-made: Vulnerability in the Pact on Migration and Asylum	4	91
Tailor-made: The Reception Conditions Directive in the Pact on Migration and Asylum	3	88
Tailor-made: Contingency planning as part of the Pact on Migration and Asylum	3	82
Tailor-made: Slavery and severe human exploitation as persecution	2	36
Tailor-made: The Assessment of Reception Conditions (ARC) tool in practice	1	32
Tailor-made: Communication in emergencies	1	23
Tailor-made: Public speaking and persuasive communication	2	20
Tailor-made: Designing a communication and information provision strategy	1	19
Tailor-made: Monitoring and evaluation of resettlement and humanitarian admission programmes	1	18
Tailor-made: Rumour management	1	12
Tailor-made: Communication through digital channels	1	10

Table 8. Participations recorded under ad hoc training support in 2024

Content	BE	IE	NO	PT
Module: Asylum interview method		118		29
Module: Evidence assessment		67		28
Module: Introduction to ethical and professional standards		43		
Module: Gender, gender identity and sexual orientation		40		
Module: Inclusion				28
Module: Professional wellbeing		25		
Module: Identification of potential Dublin cases			18	
Tailor-made: Other	18			
Module: Country of origin information		16		
Tailor-made: Slavery and severe human exploitation as persecution		12		
Module: Becoming an EUAA trainer and assessor		9		
Module: Interviewing children		7		
Module: Introduction to vulnerability		7		
Tailor-made: Designing a communication and information provision strategy		6		
Module: Inclusion – advanced		5		
Module: Trafficking in human beings		4		
Module: The Dublin III Regulation		3		
Module: Identification of potential exclusion cases		3		
Module: End of protection		1		
Tailor-made: Vulnerability in the Pact on Migration and Asylum		1		
Total	**18**	**367**	**18**	**85**

Table 9. Participations recorded under international cooperation

Content	Participations
Module: Introduction to ethical and professional standards	50
Module: Introduction to vulnerability	44
Module: Professional wellbeing	23
Module: Gender, gender identity and sexual orientation	18
Tailor-made: Other	16
Module: Children in the asylum process	6
Module: Management in the asylum context	5
Module: Reception of vulnerable persons: identification of vulnerability and provision of initial support – Block A	5
Module: Asylum interview method	4
Module: Inclusion – advanced	4
Module: Trafficking in human beings	4
Module: Victims of gender-based violence	4
Module: Interviewing vulnerable persons	3
Module: Introduction to communication for asylum and reception practitioners	3
Module: Introduction to reception	3
Module: Management in the context of reception	3
Module: Registration: Lodging an application for international protection	3
Tailor-made: The Assessment of Reception Conditions (ARC) tool in practice	3
Module: Applicants with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC)	2
Module: Identification of potential exclusion cases	2
Module: Inclusion	2
Module: Introduction to the legal framework on fundamental rights and international protection in the EU	2
Module: Reception of vulnerable persons: need assessment and design of interventions – Block B	2
Module: Interpreting in the asylum context	1
Module: Interpreting in the reception context	1

Annex 2: Content area

Caseworker modules

Table 10. Contents grouped under the theme 'caseworker modules'

Content	Category
Asylum core	Module
Asylum interview method	Module
Evidence assessment	Module
Inclusion	Module
Inclusion – advanced	Module
Interview techniques	Module
Interviewing children	Module
Interviewing vulnerable persons	Module
Slavery and severe human exploitation as persecution	Tailor-made
The Asylum Procedure in the Pact on Migration and Asylum	Tailor-made
The Asylum Procedures Directive (discontinued)	Module
Drafting and decision-making (discontinued)	Module

Caseworker modules: participations by country in 2024

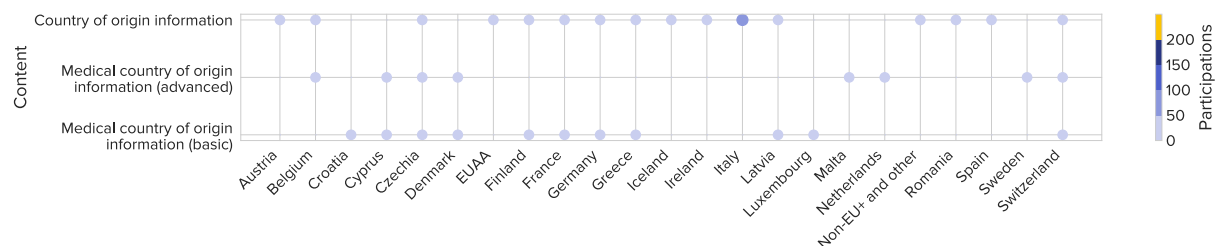**Figure 48. Participations in caseworker-related modules by country in 2024**
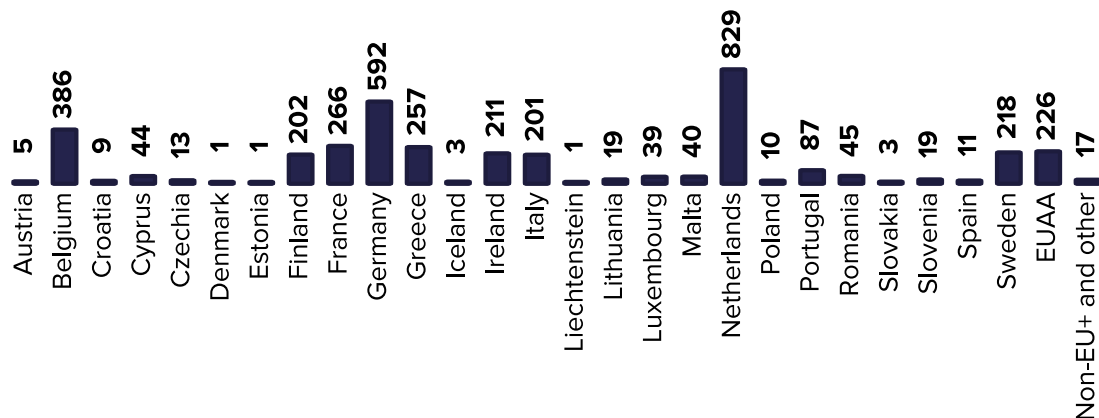
Source: European Union Agency for Asylum (EUAA)

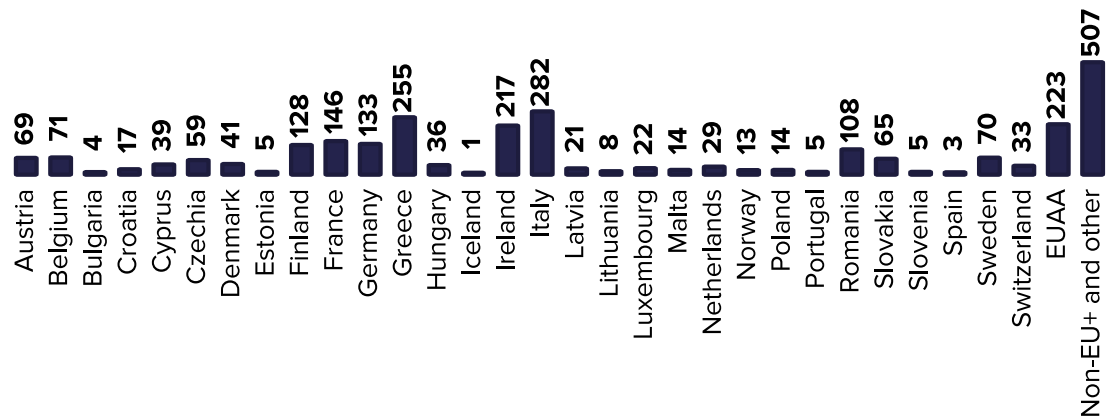## Caseworker modules: participations by module and by country in 2024

Figure 49. Participations by module and by country in 2024
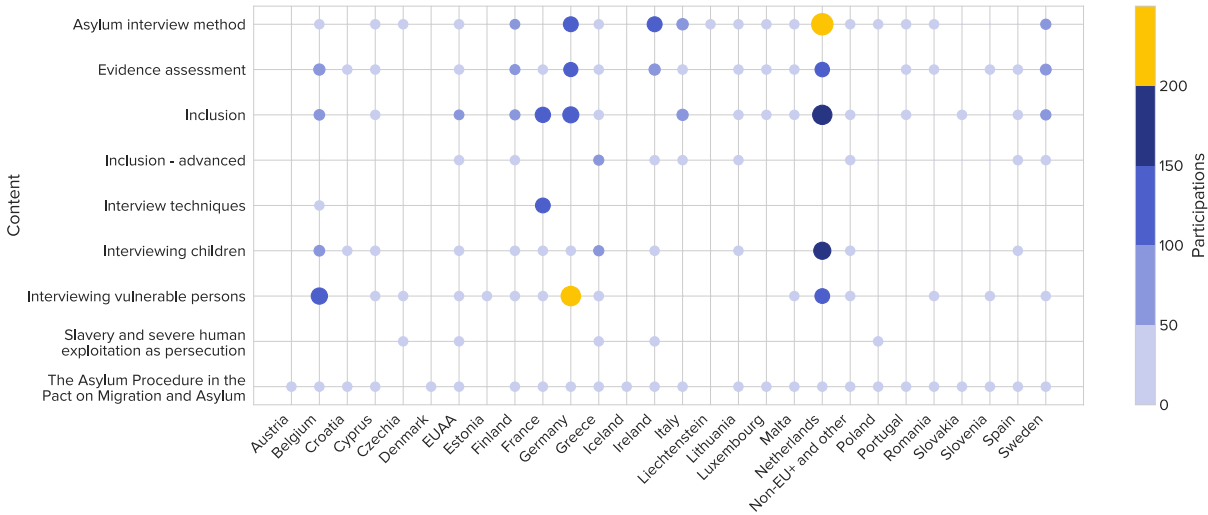
Source: European Union Agency for Asylum (EUAA)

## Caseworker modules: participations by country, 2012-2024

Figure 50. Participations in caseworker modules by country, 2012-2024
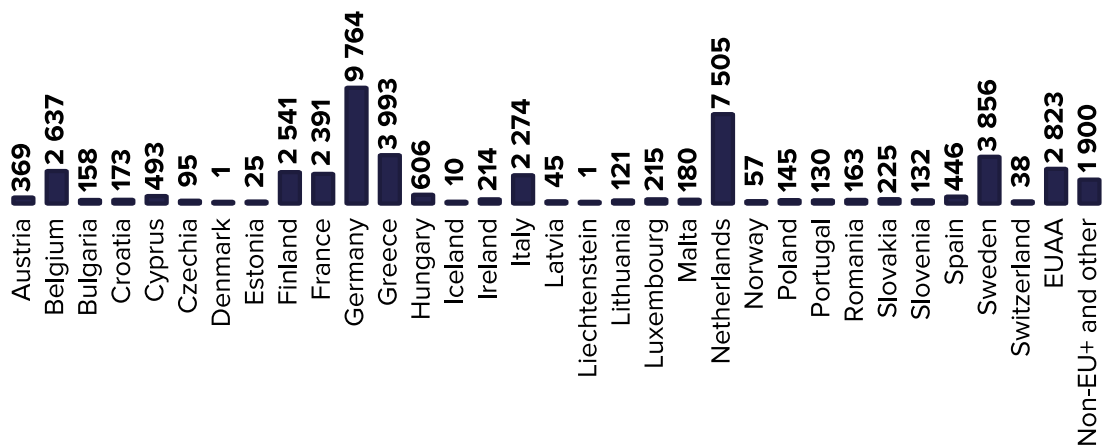
Source: European Union Agency for Asylum (EUAA)

Caseworker modules: participations by module and by country, 2012-2024

Figure 51. Participations by module and by country, 2012-2024
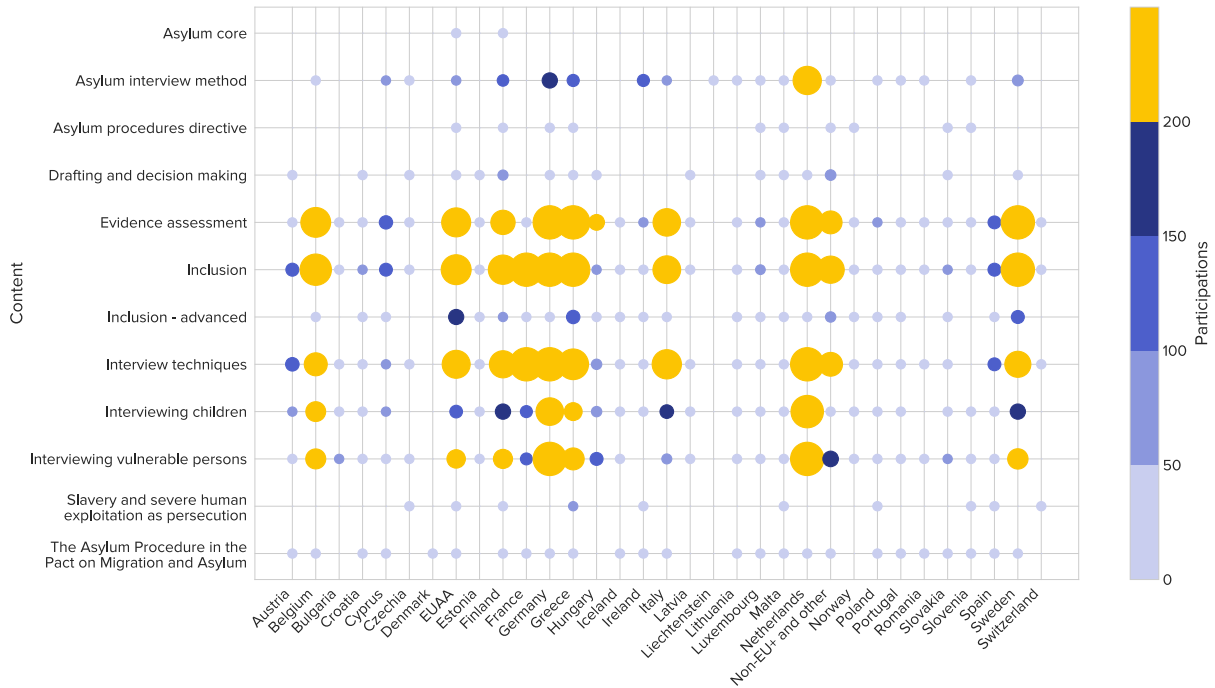
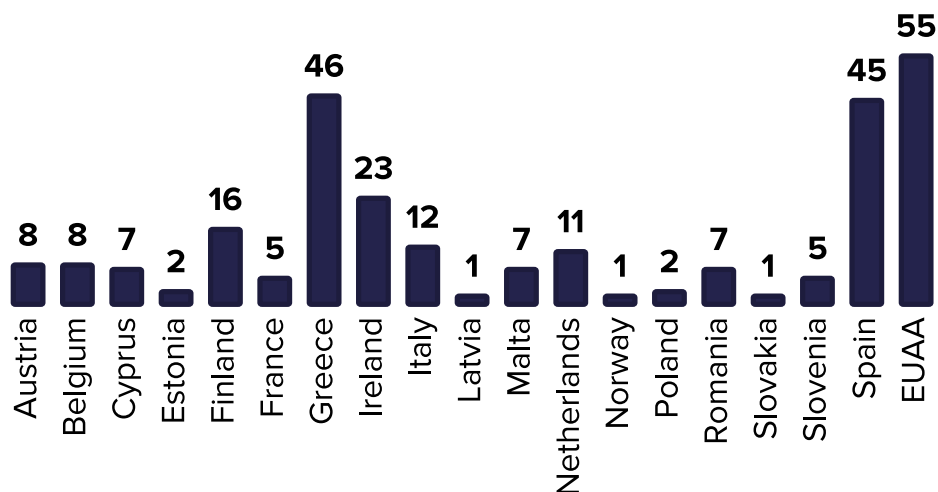Source: European Union Agency for Asylum (EUAA)

Foundation modules

Table 11. Contents grouped under the theme 'foundation modules'

Content	Category
Introduction to communication for asylum and reception practitioners	Module
Introduction to ethical and professional standards	Module
Introduction to the legal framework on fundamental rights and international protection in the EU	Module
Introduction to vulnerability	Module
Professional wellbeing	Module
Information and communication needs assessment	Tailor-made
Common European Asylum System (discontinued)	Module
Communication and provision of information to asylum seekers (discontinued)	Module
Communication for asylum practitioners (discontinued)	Module
Fundamental rights and international protection in the EU (discontinued)	Module
International refugee law and human rights (discontinued)	Module
Introduction to international protection (discontinued)	Module

Foundation modules: participations by country in 2024

Figure 52. Participations in foundation-related modules by country in 2024
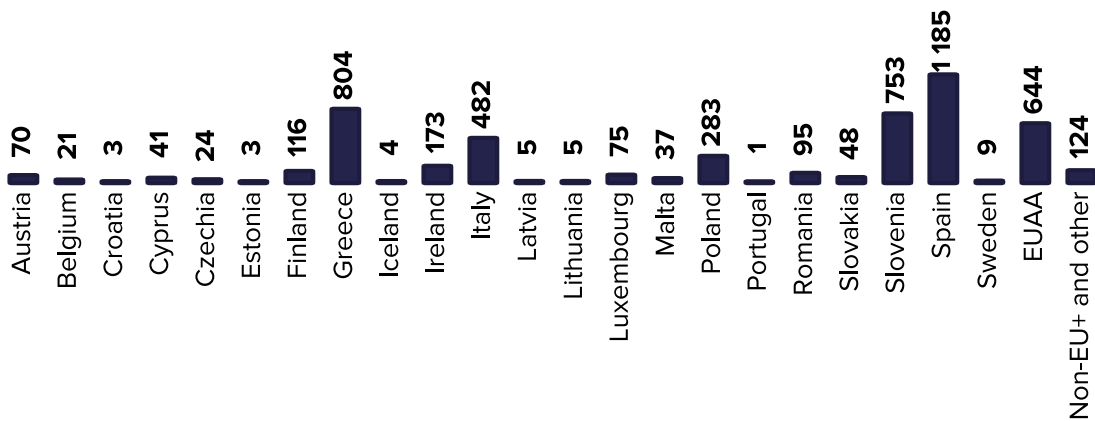
Austria 70, Belgium 21, Croatia 3, Cyprus 41, Czechia 24, Estonia 3, Finland 116, Greece 804, Iceland 4, Ireland 173, Italy 482, Latvia 5, Lithuania 5, Luxembourg 75, Malta 37, Poland 283, Portugal 1, Romania 95, Slovakia 48, Slovenia 753, Spain 1 185, Sweden 9, EUAA 644, Non-EU+ and other 124

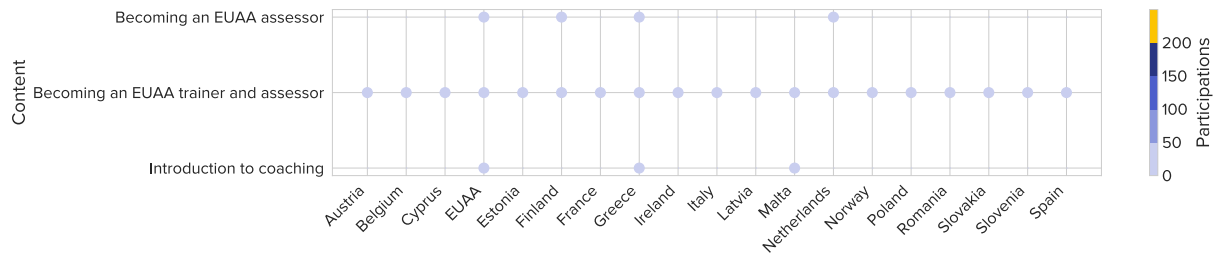Source: European Union Agency for Asylum (EUAA)

Foundation modules: participations by module and by country in 2024

Figure 53. Participations by module and by country in 2024
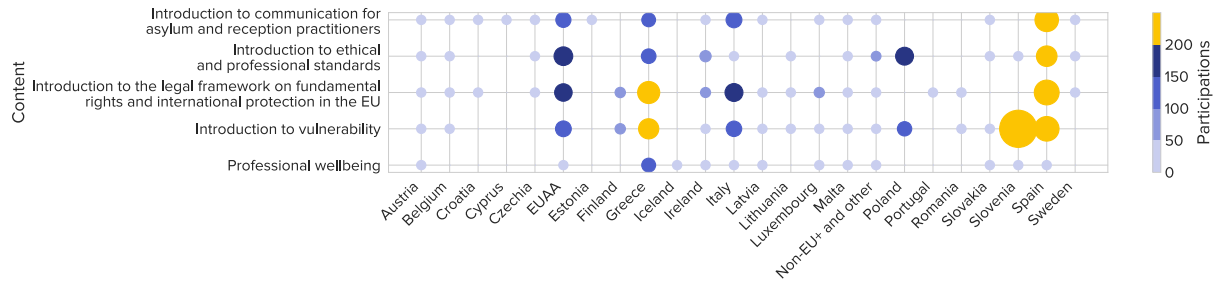
Source: European Union Agency for Asylum (EUAA)
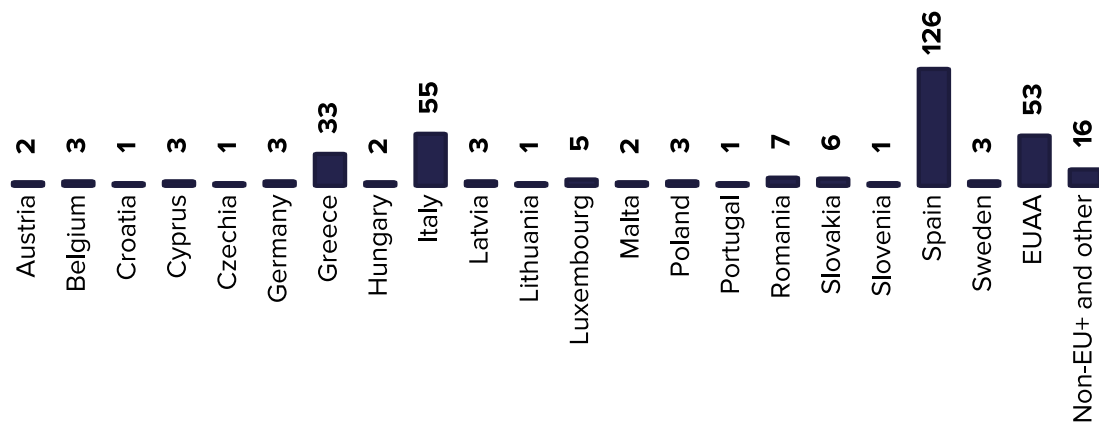
Foundation modules: participations by country, 2012-2024

Figure 54. Participations in foundation modules by country, 2012-2024
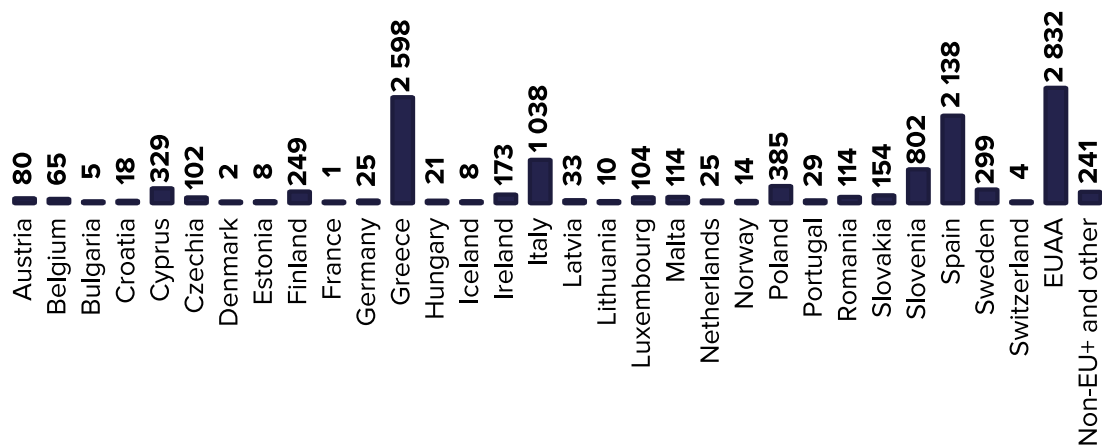
Source: European Union Agency for Asylum (EUAA)

Foundation modules: participations by module and by country, 2012-2024

Figure 55. Participations by module and by country, 2012-2024
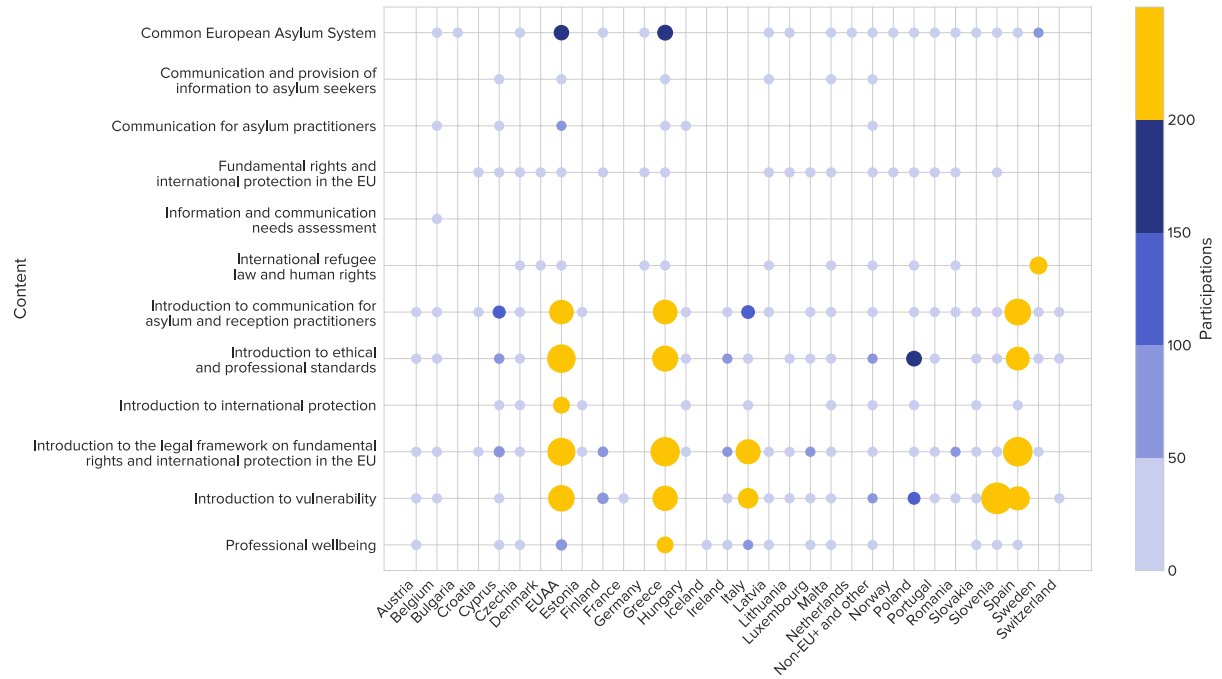
Source: European Union Agency for Asylum (EUAA)

Reception modules

Table 12. Contents grouped under the theme 'Reception modules'

Content	Category
Conflict management and mediation in reception – level A	Module
Introduction to reception	Module
Reception	Module
Reception of vulnerable persons: identification of vulnerability and provision of initial support – Block A	Module
Reception of vulnerable persons: need assessment and design of interventions – Block B	Module
The Assessment of Reception Conditions (ARC) tool in practice	Tailor-made
The Reception Conditions Directive in the Pact on Migration and Asylum	Tailor-made

Reception modules: participations by country in 2024

Figure 56. Participations in reception-related modules by country in 2024
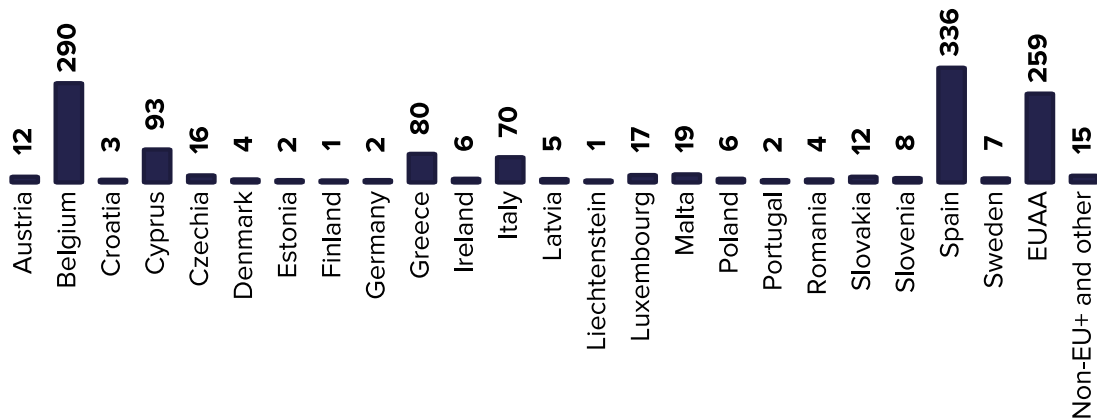
Source: European Union Agency for Asylum (EUAA)

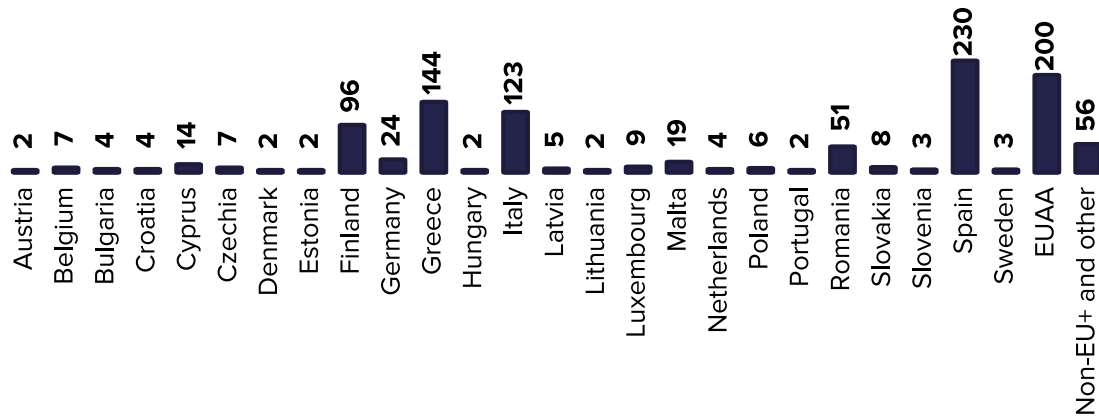## Reception modules: participations by module and by country in 2024

Figure 57. Participations by module and by country in 2024
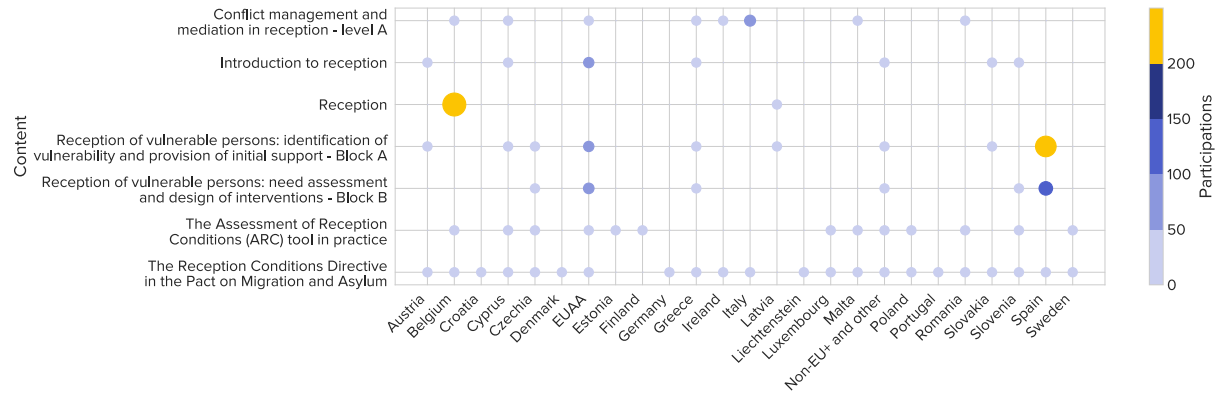
Source: European Union Agency for Asylum (EUAA)
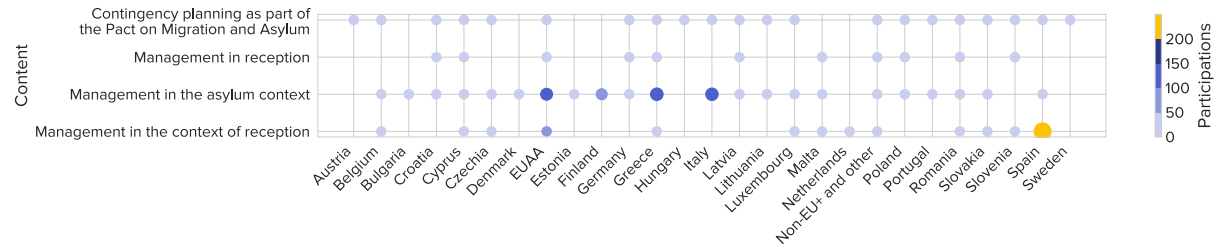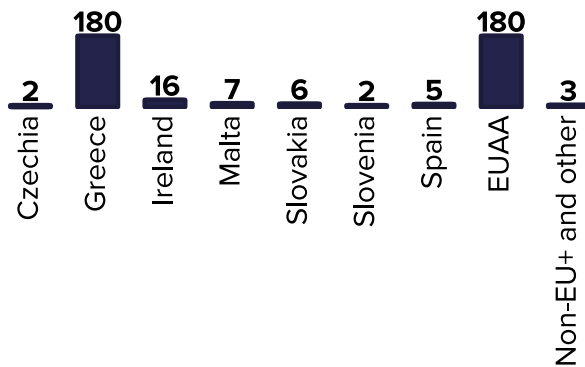
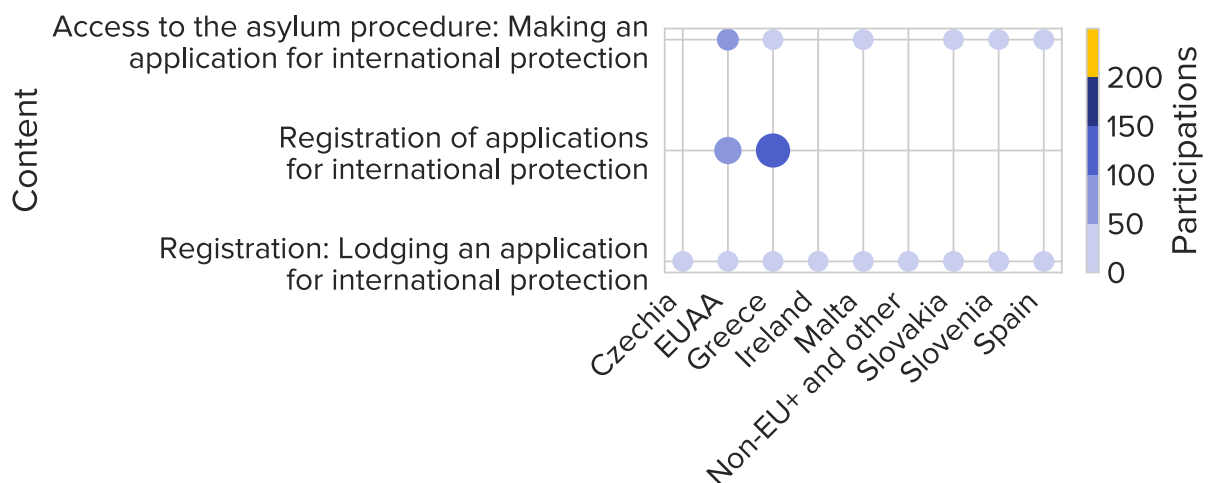## Reception modules: participations by country, 2012-2024

Figure 58. Participations in reception modules by country, 2012-2024
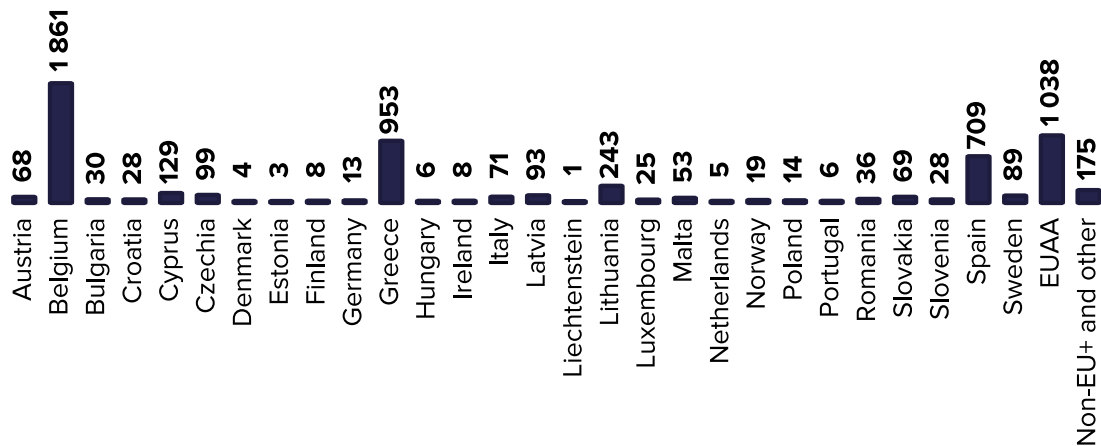
Source: European Union Agency for Asylum (EUAA)

Reception modules: participations by module and by country, 2012-2024

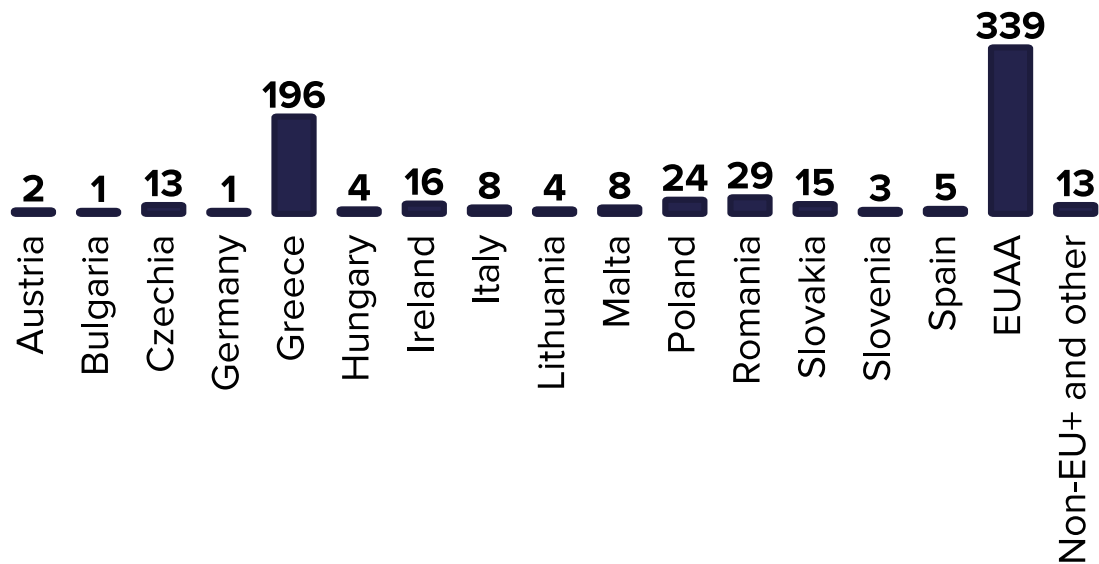**Figure 59. Participations by module and by country, 2012-2024**
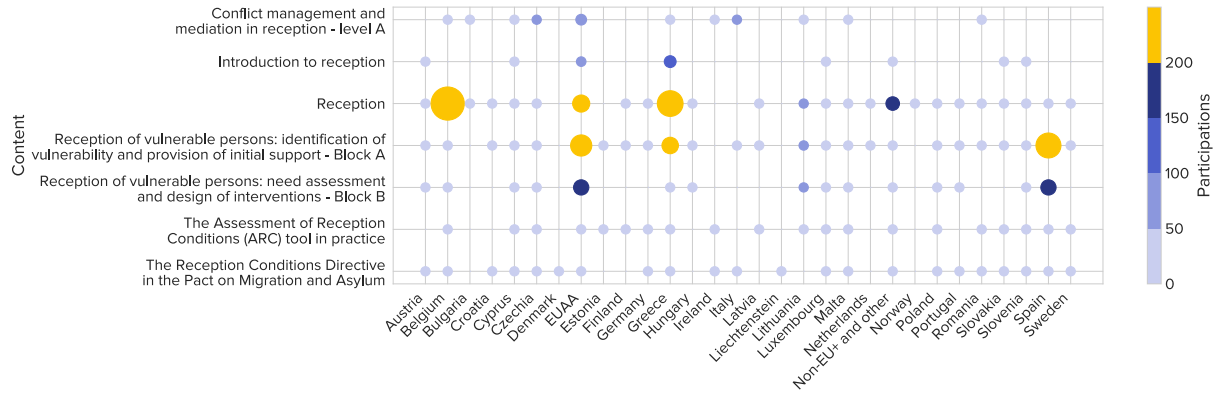
Source: European Union Agency for Asylum (EUAA)

Vulnerability modules

Table 13. Contents grouped under the theme 'vulnerability modules'

Content	Category
Applicants with diverse sexual orientation, gender identity, gender expression and sex characteristics (SOGIESC)	Module
Children in the asylum process	Module
Trafficking in human beings	Module
Trafficking in human beings – level 1	Module
Trafficking in human beings – levels 1 and 2	Module
Victims of gender-based violence	Module
Vulnerability in the Pact on Migration and Asylum	Tailor-made
Gender, gender identity and sexual orientation (discontinued)	Module

Vulnerability modules: participations by country in 2024

Figure 60. Participations in vulnerability-related modules by country in 2024
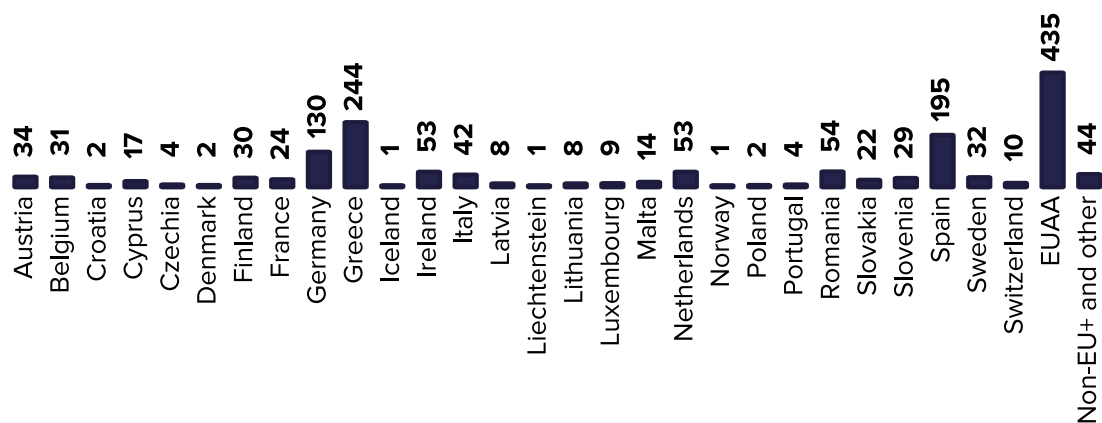
Source: European Union Agency for Asylum (EUAA)

Vulnerability modules: participations by module and by country in 2024

Figure 61. Participations by module and by country in 2024
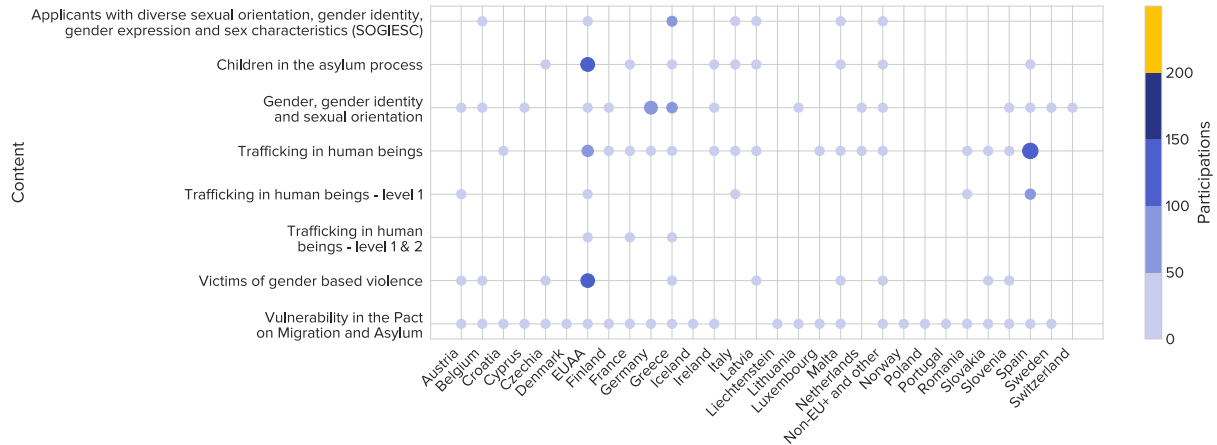
Source: European Union Agency for Asylum (EUAA)

Vulnerability modules: participations by country, 2012-2024

Figure 62. Participations in vulnerability modules by country, 2012-2024
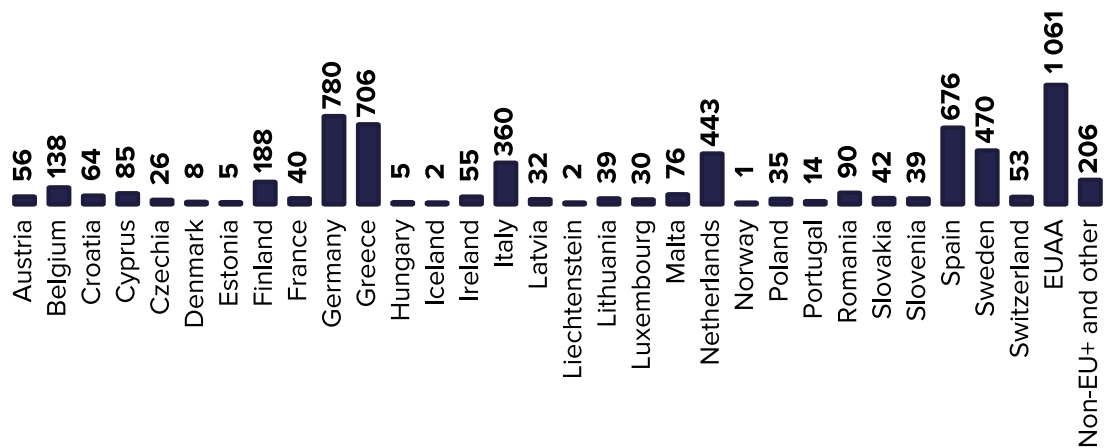
Source: European Union Agency for Asylum (EUAA)

Vulnerability modules: participations by module and by country, 2012-2024

Figure 63. Participations by module and by country, 2012-2024
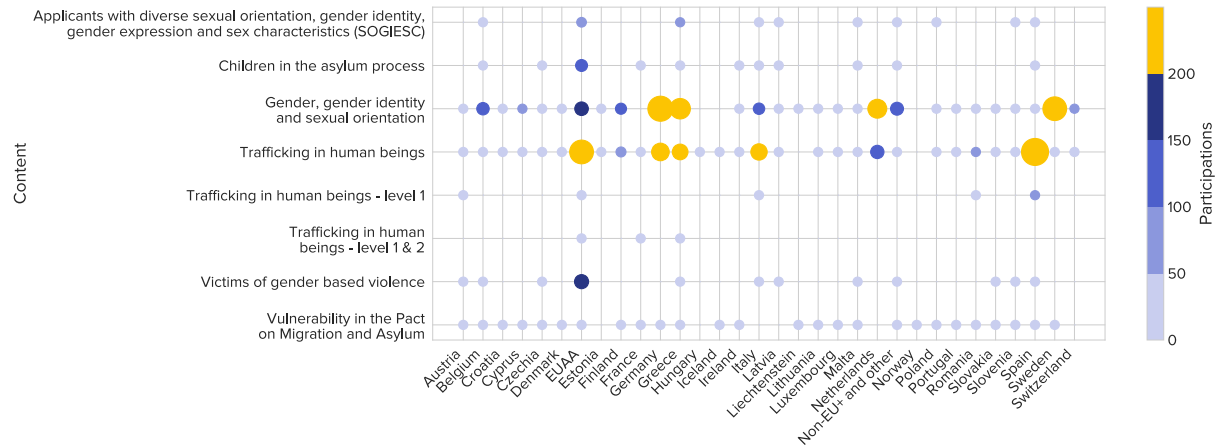
Source: European Union Agency for Asylum (EUAA)

Exclusion and end-of-protection modules

Table 14. Contents grouped under the theme 'Exclusion and end-of-protection modules'

Content	Category
Application of exclusion clauses for people undeserving of international protection	Module
End of protection	Module
Identification of potential exclusion cases	Module

Exclusion and end-of-protection modules: participations by country in 2024

Figure 64. Participations in exclusion and end-of-protection-related modules by country in 2024
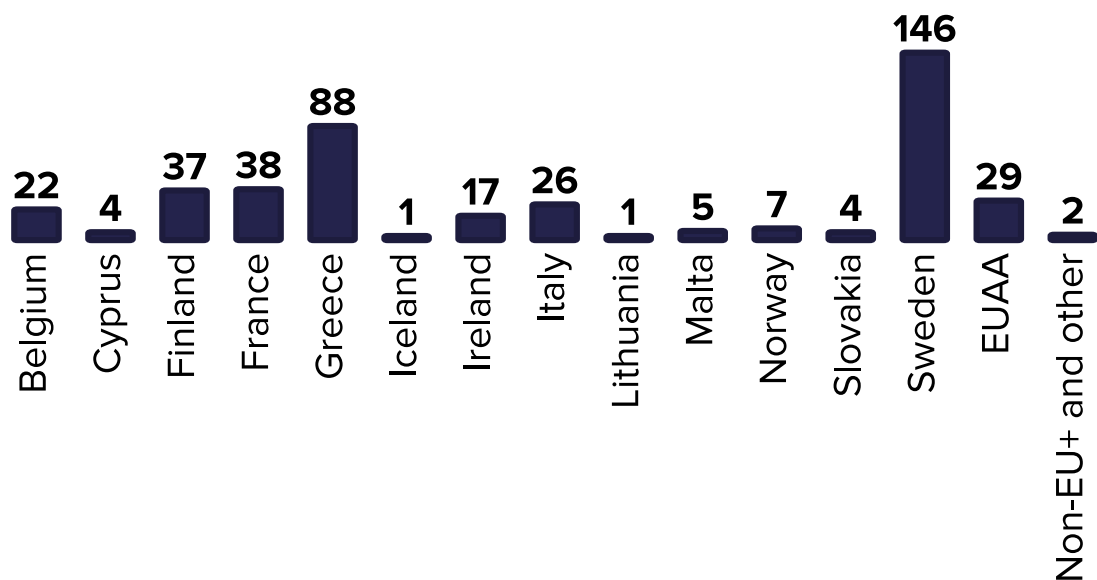
Source: European Union Agency for Asylum (EUAA)

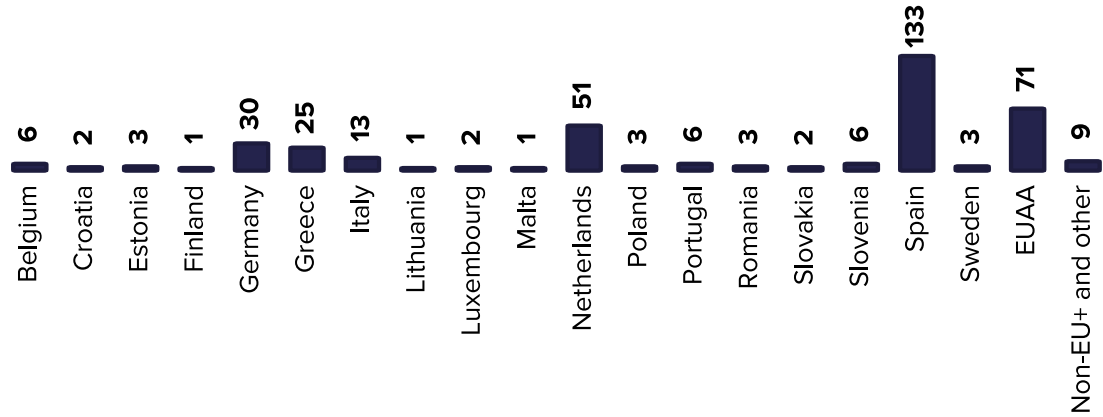## Exclusion and end-of-protection modules: participations by module and by country in 2024

Figure 65. Participations by module and by country in 2024
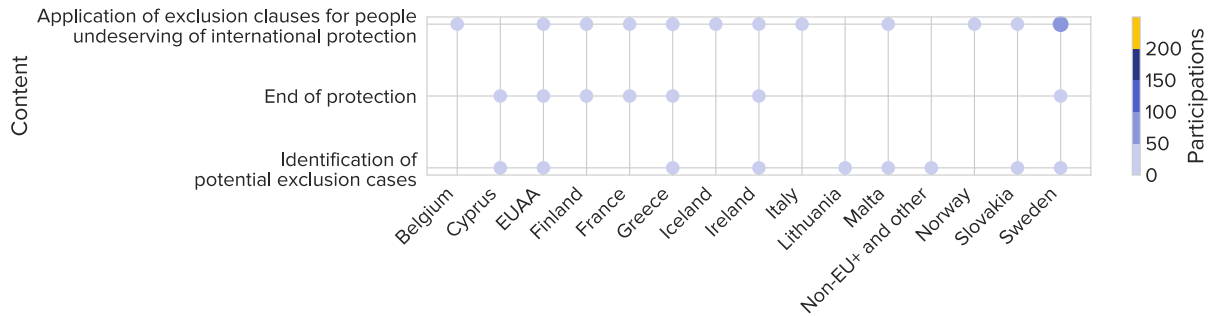
Source: European Union Agency for Asylum (EUAA)

Exclusion and end-of-protection modules: participations by country, 2012-2024

Figure 66. Participations in exclusion and end-of-protection modules by country, 2012-2024
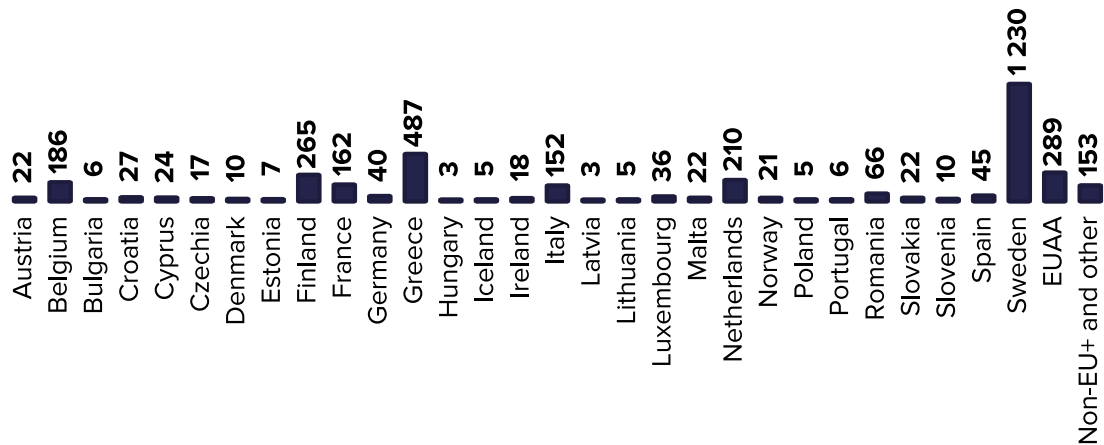
Source: European Union Agency for Asylum (EUAA)

Exclusion and end-of-protection modules: participations by module and by country, 2012-2024

Figure 67. Participations by module and by country, 2012-2024
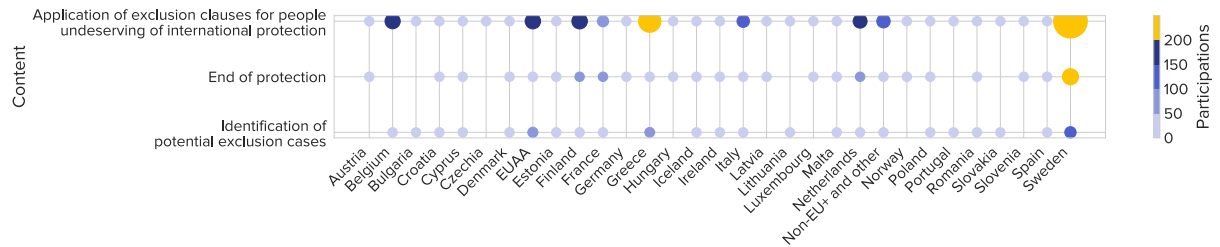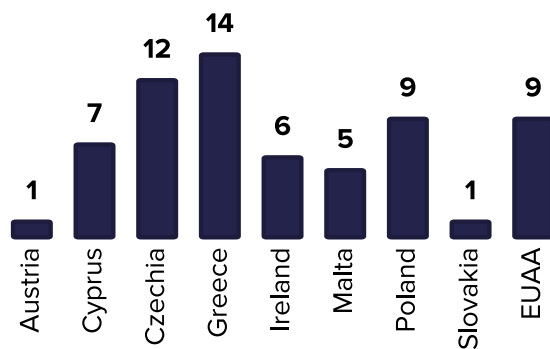

Source: European Union Agency for Asylum (EUAA)

Interpretation modules

Table 15. Contents grouped under the theme 'Interpretation modules'

Content	Category
Interpreting in the asylum context	Module
Interpreting in the reception context	Module
Working with an interpreter	Module

Interpretation modules: participations by country in 2024

Figure 68. Participations in interpretation-related modules by country in 2024
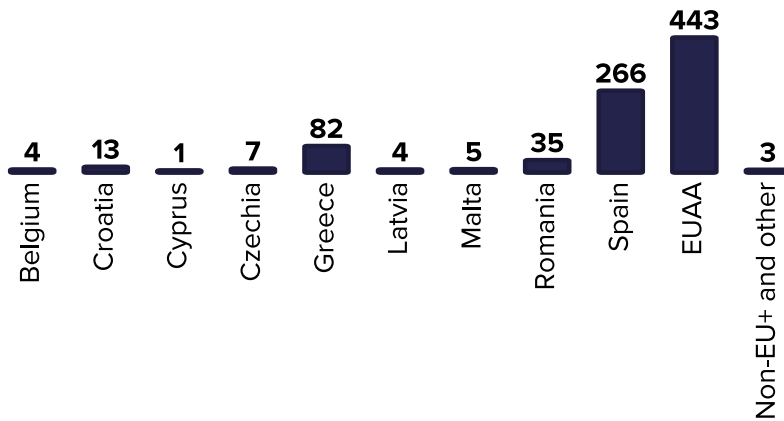
Source: European Union Agency for Asylum (EUAA)

Interpretation modules: participations by module and by country in 2024

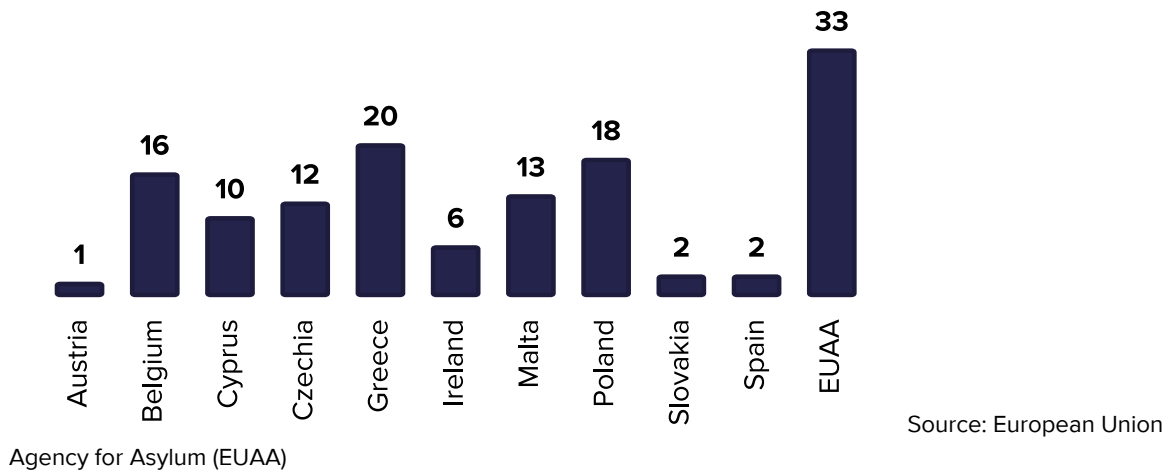**Figure 69. Participations by module and by country in 2024**
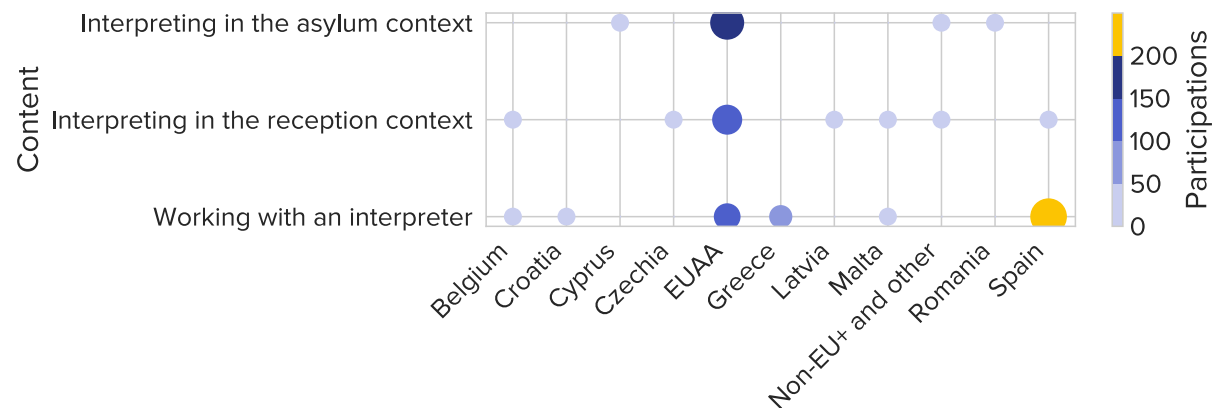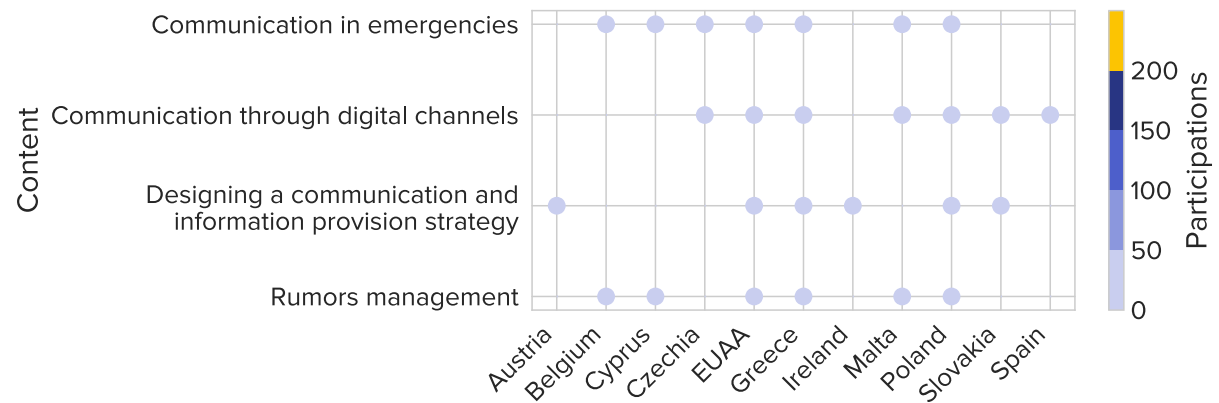

Source: European Union Agency for Asylum (EUAA)

Interpretation modules: participations by country, 2012-2024

Figure 70. Participations in interpretation modules by country, 2012-2024
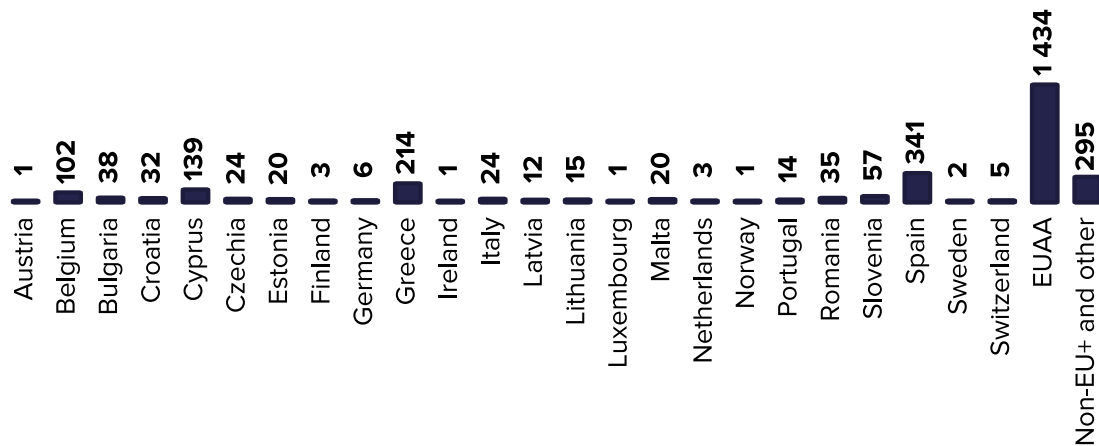
Source: European Union Agency for Asylum (EUAA)

Interpretation modules: participations by module and by country, 2012-2024

Figure 71. Participations by module and by country, 2012-2024
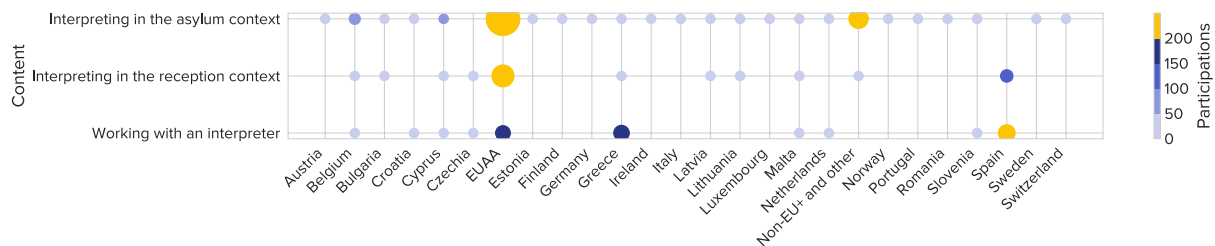
Source: European Union Agency for Asylum (EUAA)

Dublin and AMMR modules

Table 16. Contents grouped under the theme 'Dublin and AMMR modules'

Content	Category
The Dublin III Regulation	Module
Identification of potential Dublin cases	Module
The new Asylum and Migration Management Regulation (AMMR)	Tailor-made

Dublin and AMMR modules: participations by country in 2024

Figure 72. Participations in Dublin and AMMR-related modules by country in 2024
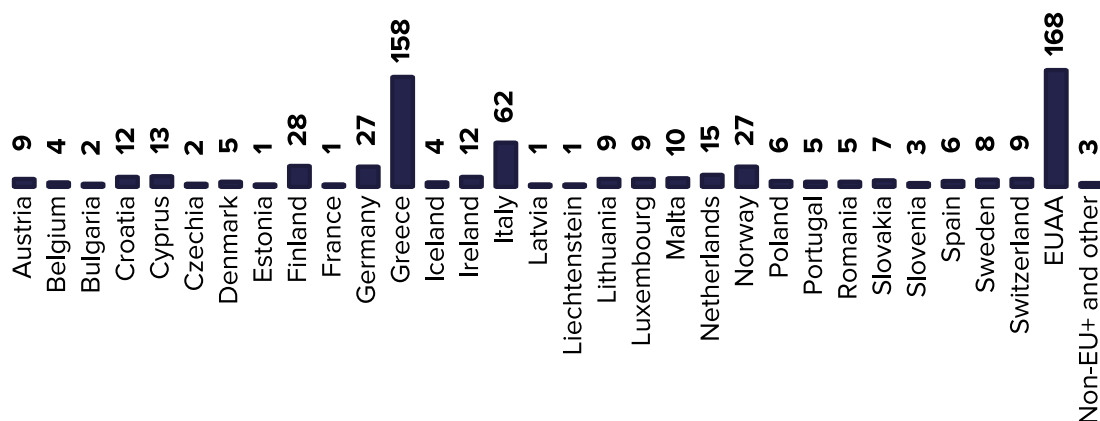
Austria 9, Belgium 4, Bulgaria 2, Croatia 12, Cyprus 13, Czechia 2, Denmark 5, Estonia 1, Finland 28, France 1, Germany 27, Greece 158, Iceland 4, Ireland 12, Italy 62, Latvia 1, Liechtenstein 1, Lithuania 9, Luxembourg 9, Malta 10, Netherlands 15, Norway 27, Poland 6, Portugal 5, Romania 5, Slovakia 7, Slovenia 3, Spain 6, Sweden 8, Switzerland 9, EUAA 168, Non-EU+ and other 3

Source: European Union Agency for Asylum (EUAA)

Dublin and AMMR modules: participations by module and by country in 2024

Figure 73. Participations by module and by country in 2024
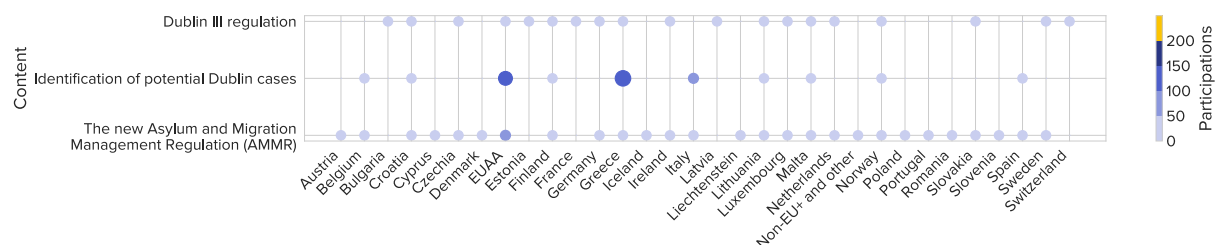
Source: European Union Agency for Asylum (EUAA)

Dublin and AMMR modules: participations by country, 2012-2024

Figure 74. Participations in Dublin and AMMR modules by country, 2012-2024
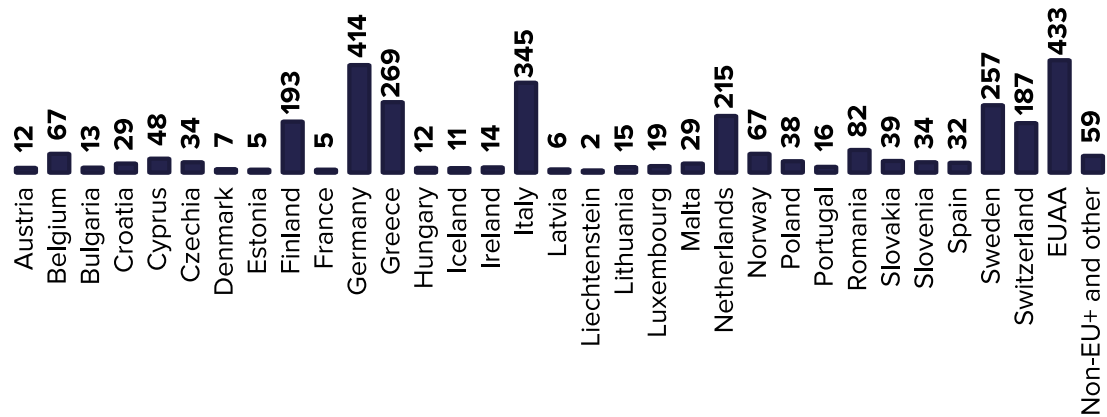
Source: European Union Agency for Asylum (EUAA)

Dublin and AMMR modules: participations by module and by country, 2012-2024

Figure 75. Participations by module and by country, 2012-2024
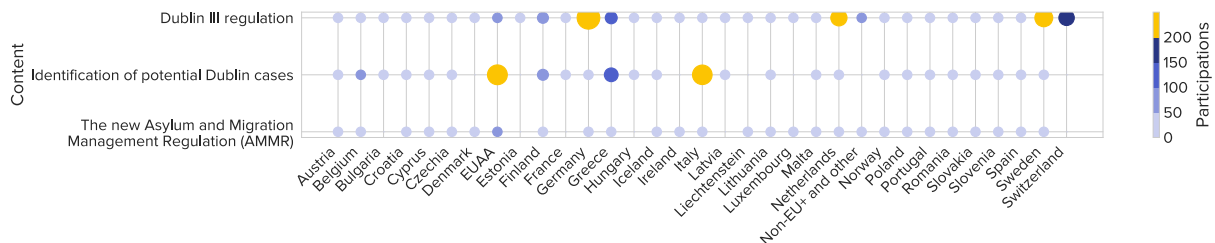
Source: European Union Agency for Asylum (EUAA)

COI and MedCOI modules

Table 17. Contents grouped under the theme 'COI and MedCOI modules'

Content	Category
Country of origin information	Module
Medical country of origin information (advanced)	Module
Medical country of origin information (basic)	Module

COI and MedCOI modules: participations by country in 2024

Figure 76. Participations in COI and MedCOI-related modules by country in 2024
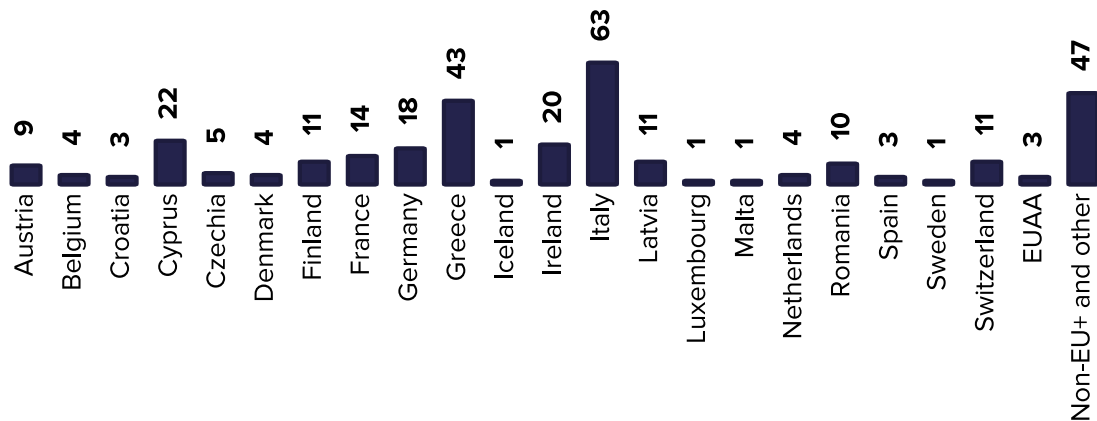
Source: European Union Agency for Asylum (EUAA)

COI and MedCOI modules: participations by module and by country in 2024

Figure 77. Participations by module and by country in 2024

Source: European Union Agency for Asylum (EUAA)

COI and MedCOI modules: participations by country, 2012-2024

Figure 78. Participations in COI and MedCOI modules by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

COI and MedCOI modules: participations by module and by country, 2012-2024

Figure 79. Participations by module and by country, 2012-2024
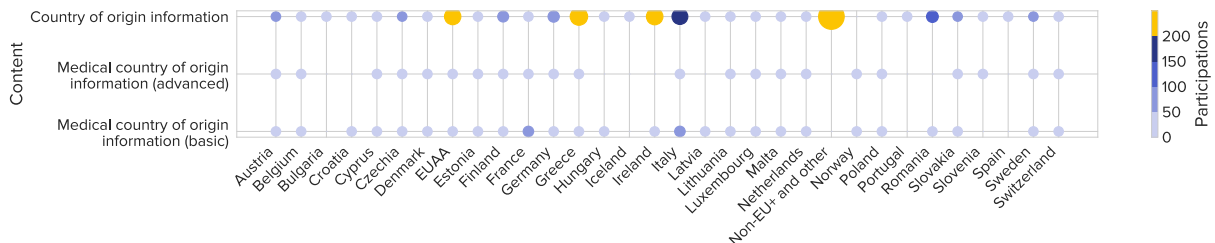
Source: European Union Agency for Asylum (EUAA)

Trainer horizontal modules

Table 18. Contents grouped under the theme 'Trainer horizontal modules'

Content	Category
Becoming an EUAA assessor	Module
Becoming an EUAA trainer	Module
Becoming an EUAA trainer and assessor	Module
Introduction to coaching	Module
Introduction to didactics (discontinued)	Module
Didactics: Facilitating training via webinar (discontinued)	Module

Trainer horizontal modules: participations by country in 2024

Figure 80. Participations in trainer horizontal-related modules by country in 2024

Source: European Union Agency for Asylum (EUAA)

Trainer horizontal modules: participations by module and by country in 2024

Figure 81. Participations by module and by country in 2024

Source: EUAA

Trainer horizontal modules: participations by country, 2012-2024

Figure 82. Participations in trainer horizontal modules by country, 2012-2024
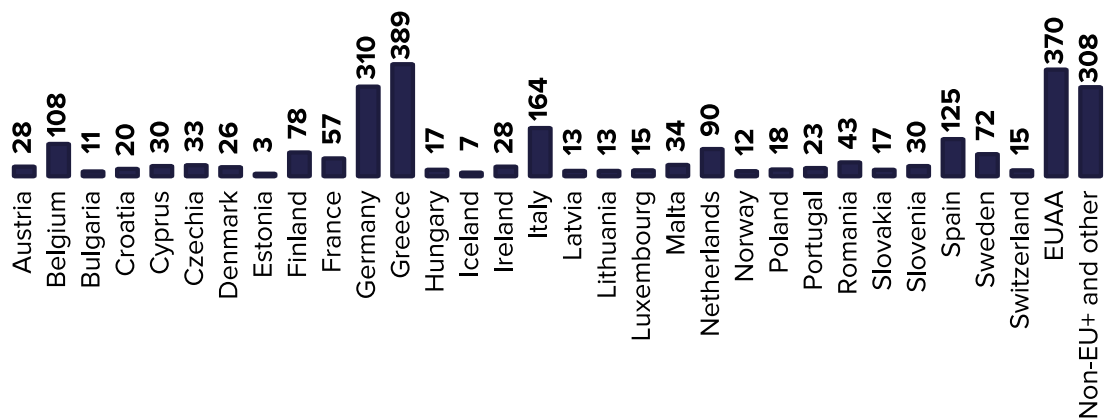
Source: European Union Agency for Asylum (EUAA)

Trainer horizontal modules: participations by module and by country, 2012-2024

Figure 83. Participations by module and by country, 2012-2024
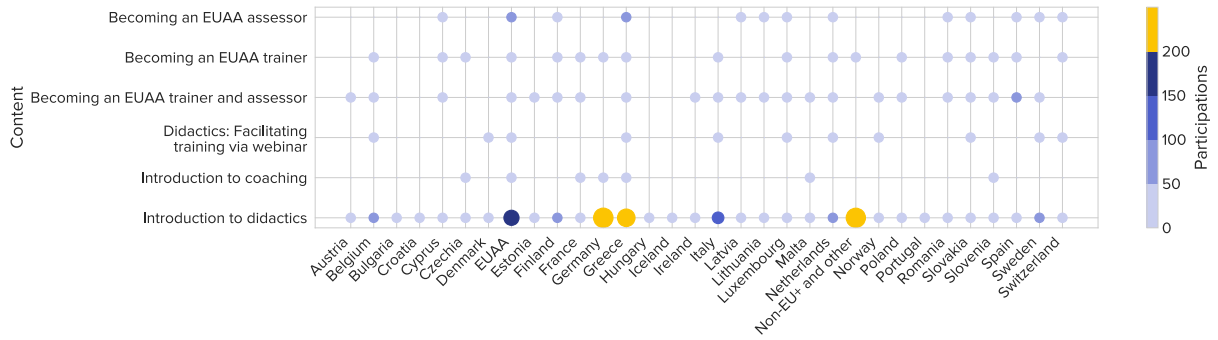
Source: European Union Agency for Asylum (EUAA)

Manager modules

Table 19. Contents grouped under the theme 'Manager modules'

Content	Category
Management in reception	Module
Management in the asylum context	Module
Contingency planning as part of the Pact on Migration and Asylum	Tailor-made
Management in the context of reception (discontinued)	Module

Manager modules: participations by country in 2024

Figure 84. Participations in manager-related modules by country in 2024

Source: European Union Agency for Asylum (EUAA)

Manager modules: participations by module and by country in 2024

Figure 85. Participations by module and by country in 2024
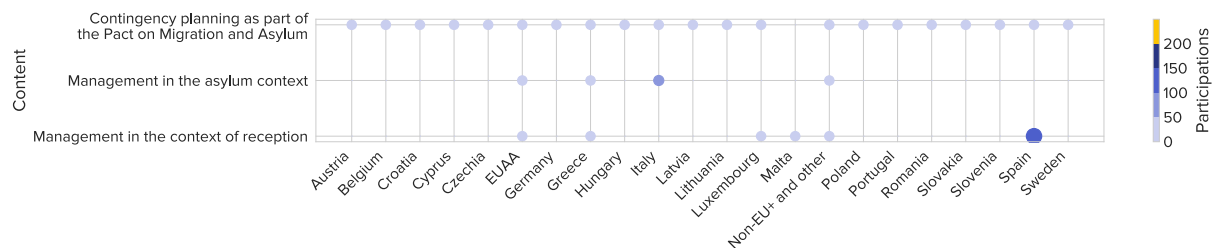
Source: European Union Agency for Asylum (EUAA)

Manager modules: participations by country, 2012-2024

Figure 86. Participations in manager modules by country, 2012-2024

Austria 2
Belgium 7
Bulgaria 4
Croatia 4
Cyprus 14
Czechia 7
Denmark 2
Estonia 2
Finland 96
Germany 24
Greece 144
Hungary 2
Italy 123
Latvia 5
Lithuania 2
Luxembourg 9
Malta 19
Netherlands 4
Poland 6
Portugal 2
Romania 51
Slovakia 8
Slovenia 3
Spain 230
Sweden 3
EUAA 200
Non-EU+ and other 56

Source: European Union Agency for Asylum (EUAA)

Manager modules: participations by module and by country, 2012-2024

Figure 87. Participations by module and by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

Registration modules

Table 20. Contents grouped under the theme 'Registration modules'

Content	Category
Access to the asylum procedure: Making an application for international protection	Module
Registration of applications for international protection	Module
Registration: Lodging an application for international protection	Module

Registration modules: participations by country in 2024

Figure 88. Participations in registration-related modules by country in 2024

Source: European Union Agency for Asylum (EUAA)

Registration modules: participations by module and by country in 2024

Figure 89. Participations by module and by country in 2024

Source: European Union Agency for Asylum (EUAA)

Registration modules: participations by country, 2012-2024

Figure 90. Participations in registration modules by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

Registration modules: participations by module and by country, 2012-2024

Figure 91. Participations by module and by country, 2012-2024
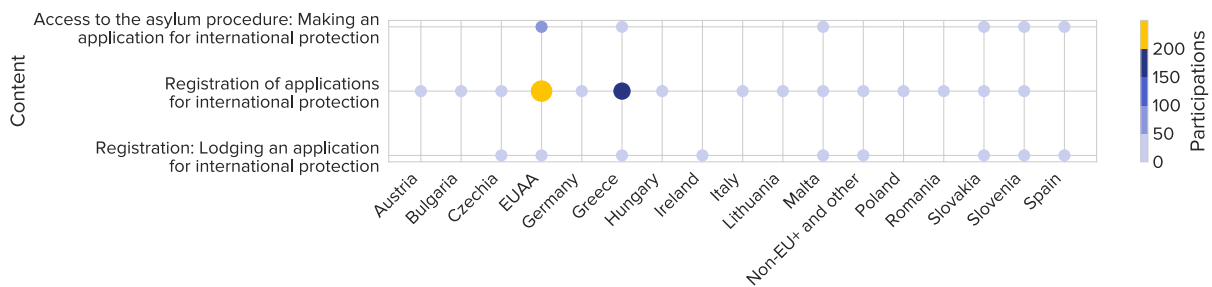
Source: European Union Agency for Asylum (EUAA)

Resettlement modules

Table 21. Contents grouped under the theme 'Resettlement modules'

Content	Category
Resettlement	Module
Monitoring and evaluation of resettlement and humanitarian admission programs	Tailor-made

Resettlement modules: participations by country in 2024

Figure 92. Participations in resettlement-related modules by country in 2024

Source: European Union Agency for Asylum (EUAA)
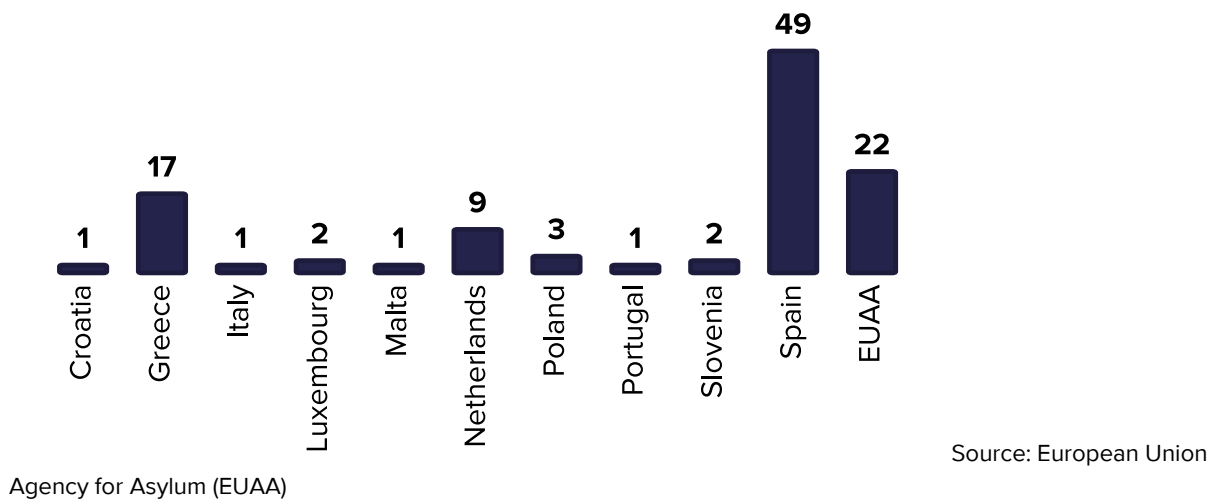
Resettlement modules: participations by module and by country in 2024

Figure 93. Participations by module and by country in 2024

Source: European Union Agency for Asylum (EUAA)
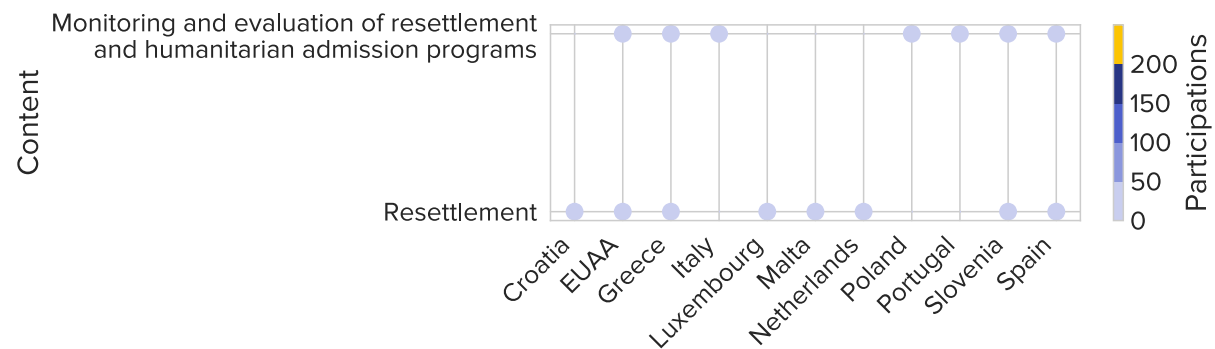
Resettlement modules: participations by country, 2012-2024

Figure 94. Participations by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

Resettlement modules: participations by module and by country, 2012-2024

Figure 95. Participations by module and by country, 2012-2024
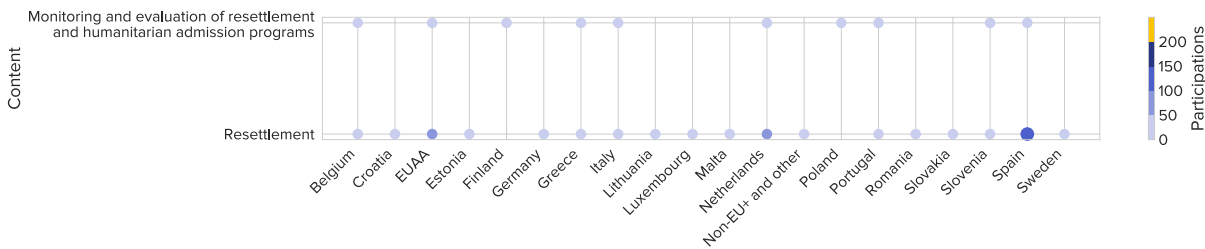
Source: European Union Agency for Asylum (EUAA)

Tailor-made misc.

Table 22. Contents grouped under the theme 'Tailor-made misc. modules'

Content	Category
Communication in emergencies	Tailor-made
Communication through digital channels	Tailor-made
Designing a communication and information provision strategy	Tailor-made
Rumour management	Tailor-made

Tailor-made misc.: participations by country in 2024

Figure 96. Participations in tailor-made misc.-related modules by country in 2024

Source: European Union Agency for Asylum (EUAA)

Tailor-made misc. modules: participations by module and by country in 2024

Figure 97. Participations by module and by country in 2024
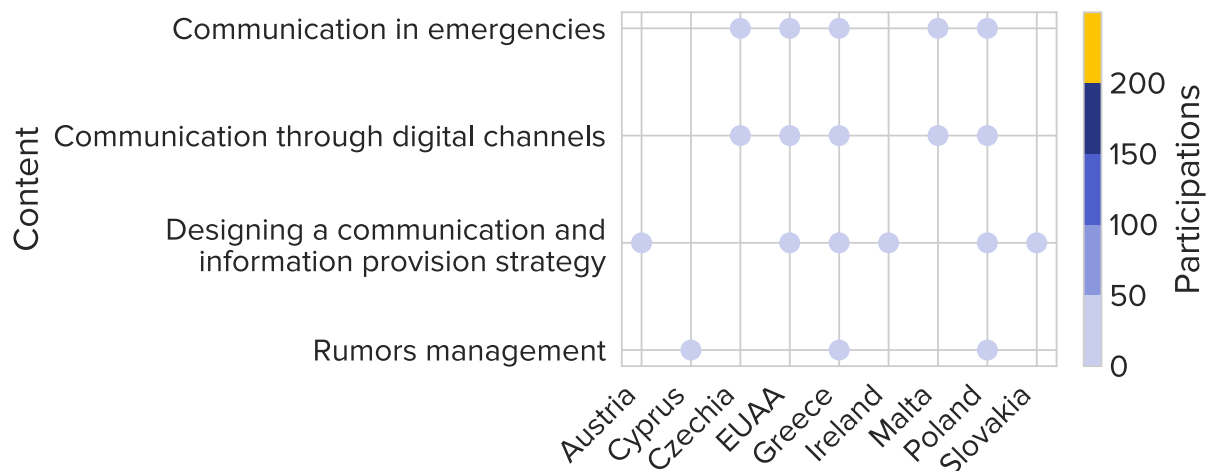
Source: European Union Agency for Asylum (EUAA)

Tailor-made misc. modules: participations by country, 2012-2024

Figure 98. Participations in 'tailor-made misc.' modules by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

Tailor-made misc. modules: participations by module and by country, 2012-2024

Figure 99. Participations by module and by country, 2012-2024

Source: European Union Agency for Asylum (EUAA)

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