
Information provision - Norway | DIP

EUAA

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Overview

Relevant EU legislation

Norway is bound by EU legislation and has transposed relevant provisions through the [Regulations of 15 October 2009 on the entry of foreign nationals into the kingdom of Norway and their stay in the realm](#) (immigration regulations) §17-17.

National legislation

[Regulations of 15 October 2009 on the Entry of Foreign Nationals into the Kingdom of Norway and Their Stay in the Realm \(Immigration Regulations\)](#)

Competent authority and other stakeholders

Area/stage of the asylum procedure	Competent authority
Reception	Directorate of Immigration Utlendingsdirektoratet (UDI) Reception Centre staff
Registration of application	National Police Immigration Service Politiets utlendingsenhet (NPIS)
Lodging of application	National Police Immigration Service Politiets utlendingsenhet (NPIS), Caritas
Dublin procedure	National Police Immigration Service Politiets utlendingsenhet (NPIS) Directorate of Immigration Utlendingsdirektoratet (UDI)
Assessment of application	Norwegian Directorate of Immigration (UDI), Caritas
Communication of first instance decision	Directorate of Immigration Utlendingsdirektoratet (UDI)
Content of protection	Directorate of Immigration Utlendingsdirektoratet (UDI), municipalities, Norwegian Directorate of Integration and Diversity
Appeal procedure	Immigration Appeals Board
Communication of second instance decision	Immigration Appeals Board
Resettlement	UNHCR, IOM, municipalities, Norwegian Directorate of Integration and Diversity

Provision of information in the asylum procedure

Access to procedure

In Norway, a preliminary screening is conducted by the National Police Immigration Service (NPIS). During this screening, NPIS provides initial oral information to third-country nationals about the procedures ahead. If an individual applies for asylum at a police district office, the local police will inform the applicant and guide them toward the National Reception Centre at Råde.

Applicants do not receive information specifically broken down into the stages of lodging, registering, and making of an application as per the Asylum Procedures Regulation (APR), given that Norway is not bound by the APR. Therefore, these stages do not directly correspond with Norway's national asylum procedures and are not communicated as distinct phases.

Comprehensive information on the asylum process is provided to all applicants, adults and children, by Caritas, a subcontracted organisation working on behalf of the Norwegian Directorate of Immigration (UDI). This information is delivered primarily through oral sessions or videos, and upon request, asylum seekers may also receive individual information sessions.

For children, targeted information is made available through the dedicated website www.asylbarn.no, developed collaboratively by UDI, NPIS, and the Immigration Appeals Board (UNE), with external support as needed. This website provides child-friendly information in up to 16 different languages, covering all major stages of the asylum process from the moment a child applies for asylum through to return or settlement in a municipality. The content includes a combination of written materials and videos.

The materials are developed jointly by the relevant authorities, primarily UDI, NPIS, and UNE, with contributions from subcontracted organizations and external experts where appropriate. The format of information varies and includes written materials, oral communication, and audiovisual content, depending on the needs of the

audience and the context in which the information is delivered.

Regarding third-country nationals in detention, information about the possibility to apply for international protection is also provided by the police. This is typically done early in the detention process, and the information is communicated either orally or in written form, depending on the individual's needs and the operational setting.

For more information:

- www.asylbarn.no

Dublin procedure

In Norway, applicants for international protection receive information about the Dublin III Regulation and the related procedures at an early stage in the asylum process. This information is provided during the initial registration interview conducted by the National Police Immigration Service (NPIS). At this stage, applicants are informed about the purpose of the Dublin Regulation, the criteria used to determine which Member State is responsible for examining their asylum application, and the possibility of being transferred to another Member State under the regulation.

The NPIS is the primary authority responsible for providing this information. However, if the police have not already provided adequate information at the registration stage, the Norwegian Directorate of Immigration (UDI) ensures that the applicant receives the necessary details once the case is transferred to them.

The information on the Dublin procedure is communicated using a combination of oral explanations, written materials (such as brochures or leaflets), and video resources. These materials are designed to be accessible and are offered in multiple languages, commonly spoken by asylum seekers in Norway. These typically include Arabic, Dari, Pashto, Somali, and Tigrinya, among others. Where needed, interpreters are present during interviews.

The common EU information leaflet on the Dublin III Regulation is used as a foundation but is complemented with national-specific content. This additional information includes relevant contact details for asylum authority, the [National Supervisory Authority](#), legal aid providers, IOM, the UNHCR office, and the Eurodac controller, ensuring that applicants are aware of the support structures available to them in Norway.

Although there is no specific information materials developed solely for applicants with special needs in the context of the Dublin procedure, there are general resources available for vulnerable groups within the broader asylum procedure.

Once an applicant receives a transfer decision under the Dublin III Regulation, they are assigned a lawyer who provides detailed information on the decision and the legal remedies available. This legal representative supports the applicant throughout the appeal process.

Publicly available resources on the Dublin procedure in Norway include:

- <https://asylbarn.no/>
- <https://youtu.be/tmd-6QtVn90>

First instance determination

In Norway, there is no designated admissibility interview as defined in the Asylum Procedures Regulation (APR). However, all applicants for international protection undergo an interview conducted by the National Police Immigration Service (NPIS) at the early stage of the asylum process. This interview includes the assessment of whether the case may be processed under the inadmissibility procedure, where applicable. Typically, applicants who may fall under this category are identified even before the police interview, used to identify the correct procedure.

Applicants are informed about the general asylum procedure, including the requirement for an interview with the police and the potential implications of that

interview, no later than 48 hours after registration. This initial information is provided by Caritas, a subcontracted NGO.

The information is delivered in individual sessions, in a language the applicant understands and may be supported by an interpreter. The format may vary depending on the needs of the applicant and the operational context. Group information sessions and remote meetings are also used where appropriate.

Information about the personal asylum interview is usually provided shortly after arrival in Norway, typically at the Arrival Centre in Råde. Caritas offers comprehensive guidance, informing asylum seekers of their rights and obligations, the purpose and importance of the asylum interview and other procedural elements. These include information about interpretation services, confidentiality, the role of different actors, and what to expect during the interview. Caritas also supports individuals who require additional assistance, whether related to the interview itself or their stay at the centre.

The date and location of the asylum interview are communicated through a digital case management system called MoT.

At the end of the asylum interview, the interviewer provides information on the possibility of submitting additional documentation or evidence. For example, applicants are told that if they obtain new or important documents after the interview, they can submit them through the staff at their reception centre, who will ensure that the information is forwarded to the Norwegian Directorate of Immigration (UDI). The same applies to additional documents that become available following the interview.

Applicants are also informed about the next steps in the process. This includes a general explanation that their case will now be handled by a case officer at UDI, who will base the decision on the information provided during the interview, the police registration, and the country-of-origin information. Applicants are told whether they can expect a decision within a certain timeframe, or that processing times may vary depending on case-specific factors. This information is delivered directly by the interviewer and is also available online at asylinfo.no.

Once a decision granting protection status is made, it is communicated in writing. The decision document is issued in Norwegian, with a summary in the applicant's native language attached. In addition, the document includes a QR code linking to a video in the applicant's language that explains the content of the decision, the rights and obligations as a beneficiary of protection.

In the event of a negative decision, the same format is followed: a written decision in Norwegian with a translated summary and access to a video explanation. Applicants are informed about their right to appeal, legal assistance, access to the case file, conditions for remaining in Norway during the appeal process and the consequences of not returning voluntarily (e.g. expulsion, limited healthcare access, etc.). Information about Assisted Voluntary Return and Reintegration is also provided.

Applicants have a right to legal assistance funded by the state in most cases. The appointed attorney is responsible for conveying the full content of the decision and procedural options to the applicant in a language they understand, often with the help of an interpreter. In cases where the applicant is not entitled to a state-funded attorney, a caseworker will instead provide the necessary explanation, also using interpretation as needed.

Legal assistance and representation

In Norway, applicants for international protection do not receive specific information at the initial stage regarding their right to consult, at their own expense, a legal adviser or counsellor in relation to their application. However, they are informed early in the process in the context of a potential rejection of their application that they have the right to legal counsel. This right is also reiterated at the start of the asylum interview, where the interviewer explains procedural safeguards, including the right to legal assistance in case of a negative decision.

The responsibility for providing this information lies with Caritas, a subcontracted NGO working with newly arrived asylum seekers. Caritas delivers the information both orally, during individual or group sessions, and in written form through a booklet that is handed out to applicants upon registration. This booklet is available

in several languages commonly spoken by most of the applicants arriving in Norway.

Applicants are also informed of their right to free legal assistance and representation in the appeals procedure if their case is rejected. This includes the right to have a lawyer appointed, the number of legal hours provided and how to proceed with an appeal. This information is shared during the initial stages of the asylum process, specifically when the possibility of rejection arises.

Where necessary, interpreters are used to support the applicant.

Resettlement and humanitarian admissions

In Norway, during the identification phase, the UNHCR, acting on behalf of Norwegian authorities, provides initial information to potential candidates. This includes specific information on Norwegian laws and regulations that may be particularly relevant to certain groups, such as the prohibition of child marriage and female genital mutilation (FGM).

In the selection phase, Norwegian authorities conduct selection missions during which individuals receive information about the resettlement process, including what to expect during the selection interviews and what will be expected of them as resettled individuals in Norway.

In the pre-departure phase, all selected individuals are offered a pre-departure orientation programme, currently implemented by IOM under contract with the Norwegian Directorate of Integration and Diversity (IMDi). Those who are selected on a dossier basis, meaning not through in-person selection missions, receive basic written information. The orientation programme is conducted by Cross-Cultural Facilitators and is designed to prepare refugees for life in Norway. The programme generally lasts five days for adults, with shorter sessions tailored to children.

The programme covers rights and obligations, Norwegian culture and everyday life, as well as key societal structures such as the healthcare system, education system, labour market, political institutions, laws and legal rights, cost of living, family life, food, transport, and democracy and elections. A strong focus is placed on

addressing cultural differences to help refugees manage expectations and reduce potential integration barriers.

During the travel phase, IOM continues to provide support, including pre-travel medical checks, travel arrangements, and any additional information related to the journey to Norway.

Upon arrival in Norway, refugees are settled directly into receiving municipalities. From this point, the responsibility for further information provision shifts to the local authorities, in line with their obligations under the Integration Act. These authorities continue the orientation and integration support based on national standards and local implementation.

For more information: [Ny i Norge - Forside | Ny i Norge](#)

Content of protection

Beneficiaries of protection in Norway receive information about their rights and obligations associated with their protection status primarily at the moment their protection status is granted. This information is provided by the Norwegian Directorate of Immigration (UDI) through the official decision document. While the decision itself is written in Norwegian, it is accompanied by a summary in a language the beneficiary can understand. Additionally, the document includes a QR code linking to a video in the applicant's native language, where a clear summary of all the important information is provided.

The information covers the duration of the residence permit, the right to work, travel permissions, the possibility of permit renewal, and eligibility for permanent residence after a specified period. It also explains the right for family members to apply for family reunification and the obligation to report to the authorities about their place of residence. Beneficiaries are informed about the issuance of travel documents, including their rights and responsibilities related to these documents, such as reporting if a travel document is lost or stolen. Furthermore, they receive guidance on the settlement process within a municipality and information about the introduction programme, which includes Norwegian language tuition and cultural

orientation. Information about potential expulsion if laws are broken, as well as the possibility of cessation or revocation of the protection status under certain conditions, is also provided. Lastly, beneficiaries are made aware of financial support options for voluntary return to their home country and their right to appeal decisions.

In addition to the information provided at the time of protection status granting, beneficiaries receive ongoing information about integration activities. Refugees between the ages of 18 and 55, along with their family members are generally offered and often required to participate in an introduction programme. This is a full-time two-year initiative run by municipalities, focusing on Norwegian language training, social studies, and preparation for employment or further education.

Under the 2021 Integration Act, municipalities are mandated to inform refugees about their rights, duties, and opportunities in Norwegian society, including aspects such as housing, work, healthcare, education, and cultural adaptation. Shortly after settlement, refugees attend orientation sessions covering practical aspects of life in Norway, including healthcare, schooling, gender equality, democracy, and laws. These sessions are often provided in the refugee's native language or with the help of interpreters. Refugees are also connected with the Norwegian Labour and Welfare Administration (NAV), which offers information and assistance regarding employment opportunities, financial support, and social services.

Provision of information in reception

Reception conditions

Applicants residing in Norwegian asylum reception centres receive information about their rights, obligations, and reception conditions immediately upon arrival. It is mandatory for asylum seekers to participate in a structured information programme designed to equip them with the knowledge needed to manage daily life during their stay.

This programme covers aspects related to the life in the reception centre, the asylum process, health, family matters, social norms and values, crime and conflict management, and procedures following application rejection.

Special attention is given to preparing residents for either future settlement, if granted residence, or return to their home country.

The programme is tailored to reflect the individual's stage in the asylum process, with information delivered both in group settings, with interpreter support, and in individual sessions.

The information is primarily provided by designated information officers or other staff members at the reception centres, sometimes supplemented by external agencies such as health services, child welfare authorities, police, and the International Organization for Migration (IOM). The Norwegian Directorate of Immigration (UDI) has developed detailed presentations and guidance for several modules, while reception centres are responsible for adapting and delivering the full programme. Information is provided through diverse media including PowerPoint presentations, films, interactive exercises, group discussions and excursions. Most materials are visually based and delivered with interpreter assistance.

Specialised information sessions and materials are provided for children and young people aged 12 to 18. Legal assistance and representation are explained within the asylum process module, while health-related information is covered both in group sessions and individually by staff or affiliated municipal nurses. Employment and education rights are included in various modules and communicated through individual or group formats, focusing on dialogue and interaction. Reception centres also collaborate with volunteer organizations to offer additional support and information. Publicly available resources and detailed guidelines are accessible through UDI's official channels to support transparency and comprehensive information provision throughout the reception phase.

For more information:

[Krav til ordinære plasser](#)

[Krav til drift av transittplasser](#)

[rutinebeskrivelse-for-asylmottak-med-transitt-og-ordinare-plasser_200620.pdf](#)

[Asylum reception centres: Information programme for adults - UDI](#)

[Asylmottak: Informasjonsarbeid for barn og unge - UDI](#)

[Veileder for informasjonsarbeid i mottak](#)

In detention

Third-country nationals placed in immigration detention in Norway, typically at Trandum Detention Centre operated by the Norwegian Police Immigration Service, receive comprehensive information about their detention.

From the moment the detention order is issued, detainees are informed both orally and in writing about the reasons for their detention, the maximum duration and their rights to challenge the detention. This includes explanations of the relevant provisions under the Immigration Act (§ 106–107), and the right to judicial review, whereby the detention must be reviewed by a district court judge within 72 hours and at regular intervals thereafter. The information is provided in a language the detainee understands, often with the help of interpreters or translated documents.

The police immigration unit responsible for issuing the detention order delivers this information promptly, and the detainee's lawyer, whether privately hired or state-appointed, is also kept informed and can further clarify the detainee's rights.

Upon arrival at the detention facility, detainees are given an orientation that introduces them to the practicalities of daily life in detention. This includes a detailed explanation of house rules, daily routines, and the services available within the centre. Detainees receive a written information leaflet, translated into multiple languages, which outlines important topics such as access to healthcare, contact with legal counsel and non-governmental organizations, visitation and telephone privileges, complaint procedures, and the internal disciplinary framework.

Staff at the detention centre carefully review these points with the detainees orally, ensuring understanding through interpreters when necessary.