Reception - Luxembourg

Reception system

Overview

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Relevant EU legislation

Luxembourg is bound by the recast Reception Conditions Directive and has transposed its provisions through the Law of 18 December 2015 on the reception of applicants for international protection (amended Reception Law) | Loi du 18 décembre 2015 relative à l'accueil des demandeurs de protection internationale

The NRO is in the process of drafting and finalizing the APL transposing DIRECTIVE (EU) 2024/1346 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 14 May 2024 establishing standards for the reception of applicants for international protection. The said law will repeal the current Reception Law.

National legislation

Amended Law of 18 December 2015 on the reception of applicants for international protection (amended Reception Law) | Loi du 18 décembre 2015 relative à l'accueil des demandeurs de protection internationale

Amended Law of 18 December 2015 on international and temporary protection (amended Asylum Law) | Loi du 18 décembre 2015 relative à la protection internationale et à la protection temporaire

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Competent authority and stakeholders

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Authority responsible for reception	The **National Reception Office (NRO)**, which operates under the Ministry of Family Affairs, Solidarity, Living Together, and Reception of Refugees, is responsible for organizing the reception of applicants for international protection and beneficiaries of temporary protection. It also oversees the creation and management of temporary accommodation facilities for applicants for international protection, beneficiaries of temporary protection and individuals eligible for subsidiary protection.
Other actors involved	**Municipalities** are an essential partner for the State and play a key role in welcoming applicants and beneficiaries for international protection into society. In a spirit of solidarity and shared responsibility, many municipalities have been actively involved in welcoming refugees. While accommodation centres are managed by the ONA/NRO, the social support for applicants for International protection is either provided by NRO directly or outsourced to the **Red Cross, HUT Luxembourg** or **Inter-Actions**. Other governmental administrations and ministries are responsible for the provision of health care, schooling and/or vocational training, according to their respective competencies and missions.

Organisational aspects

Reception in Luxembourg is centralised. The Grand Duchy has 59 accommodation structures for applicants for international protection (as of May 2025), all of which are under the sole responsibility of the National Reception Office (NRO). In addition, there are 12 temporary protection accommodation structures as well as 2 first-time reception centres and emergency structures. In total, the NRO manages 73 accommodation structures (including first-time

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reception centres) in 33 municipalities.

The NRO manages the accommodation centres, while social and ethno-psychological support is provided either by the NRO or delegated to the Red Cross, HUT Luxembourg, or Inter-Actions. Applicants for International protection receive immediate psychological and psychiatric support upon arrival, and the Red Cross screens vulnerable individuals for mental health issues, referring them to external services when needed. The NRO social service organizes a regular exchange with the supervisory staff of the latter to monitor and answer any questions. The granting of material aid is always the responsibility of the NRO social service.

Decision-making regarding the establishment of new accommodation structures involves the intervention of numerous partners and is carried out by the NRO in consultation with the municipal authorities, the Ministry of Home Affairs (MAINT), the Ministry of the Environment, Climate and Biodiversity and the Ministry of Education, Children and Youth.

NRO employees regularly visit facilities to monitor the structures and ensure smooth operations, allowing them to promptly address any issues that may arise, such as hygiene concerns or cohabitation difficulties.

Allocation of applicants to geographical areas within the territory

Not applicable.

Staff and training

The supervision and social monitoring of applicants for international protection are provided by social workers from the NRO, or for certain facilities, delegated to the Red Cross Luxembourg, HUT or Inter-Action. After registering their application for international protection with the MAINT, a reference social worker is designated. During a first individual interview, the social worker explains the applicants' rights and obligations. Throughout the asylum procedure, every applicant has the right to support from a social worker and can request an appointment if needed.

The missions and tasks of the social worker in the context of social support are based on listening to the applicant to offer individualized monitoring and social

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support:

- individual, family or community monitoring (listening, guidance, information, advice, etc.),
- in case of need for psychological, medical or social monitoring, referral to existing services: Mental Health Center (victims of trauma), hospitals, nurseries, support service for victims of domestic violence, Family Planning, etc.,
- sexual and reproductive counselling,
- conflict management.

An essential objective of social support is the empowerment, accountability and integration into the host society.

Social workers as well as all other staff that work with applicants for international protection receive mandatory training to prepare staff for critical situations and ensure they respond with appropriate awareness and professionalism which focuses on topics such as multicultural communication, identity and interpersonal relations, human trafficking, gender-related diversity, and female genital mutilation. Apart from the mandatory training the NRO also offers a broad range of in-house training opportunities that are continuously adapted to the evolving needs and current challenges faced by staff. These sessions are available to both frontline workers and other NRO personnel. Topics include the prevention and management of psychosocial risks and psychological conditions -both in relation to client interactions and the preservation of staff mental well-being, mediation, domestic violence, and general immigration issues.

Specialised training is also provided for security personnel, focusing on key areas such as communication, conflict management, and safety protocols.

Reception phases

- Phase 1 - initial reception once the person has lodged the application for international protection.
- Phase 2 - assessments of the applicants’ needs and information courses, medical checks.
- Phase 3 - permanent accommodation in reception centres until the decision is taken (and beyond)

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Applicants must first lodge an application at the General Department of immigration before they receive access to reception services, including the request for accommodation. The lodging of the application will trigger the provision of reception conditions covered by NRO and other competent administrations (healthcare for instance). If a person has sufficient means, reception conditions are not provided.

Applicants for international protection are entitled to the material reception conditions as soon as they obtain the certificate of international protection applicant status, known as the "pink paper" after submitting their application for international protection.

Applicants are hosted in the Initial Reception Centres (CPA) right after the lodging of their applications. During their stay in an initial reception facility, applicants undergo a mandatory medical examination for public health reasons. This reception phase also allows social workers to detect possible vulnerabilities, such as psycho-medical disorders or the presence of a disability, and thus to find an accommodation facility that best meets their needs.

Afterward, they are transferred to one of the Temporary accommodation structures for applicants for international protection (SHTDPI) for the duration of the asylum procedure.

Provision of material reception conditions stops if the person has sufficient means or if the person receives international protection. If the applicant receives a protection status, they must start looking for private accommodation and leave their bed in the reception facility for incoming applicants. A few weeks after receiving the notification of the government’s decision to give a protection status, the concerned beneficiary has to sign a contract with the NRO in which it is established the person will leave the accommodation before a fixed date (maximum of 12 months after protection is granted) and will pay a monthly compensation for the accommodation as a beneficiary of international protection in one of the NRO’s accommodation facilities. The amount of the occupancy allowance is equivalent to one third of the social inclusion income (REVIS). The social worker accompanying the beneficiary during this period will follow this timeline and will support the beneficiary in the process of leaving the accommodation. After the beneficiary has left the NRO's facility, the NRO’s administrative staff is notified, and the departure is recorded in the database.

Contingency planning

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An important component of every system is its preparation for crises and emergencies. Since 2016, Luxembourg has had a contingency plan in place to deal with a mass influx of migrants at the borders, as required by Regulation (EU) 2019/1896 on the European Border and Coast Guard. Past migration crises have demonstrated the need for rapid and coordinated adaptation in terms of reception and asylum. For example, during the first three months following the Russian invasion of Ukraine, 2,632 people fleeing war arrived in Luxembourg, representing a massive influx affecting a multitude of national actors. The implementation of a national contingency plan for reception and asylum is especially important given that the reception capacity of the accommodation network is currently exhausted. As part of the implementation of the Pact on Migration and Asylum, a national contingency plan – covering both border needs and the reception of asylum seekers, as well as the processing of applications for international protection and, where appropriate, returns – will be developed and kept up to date.

The plan aims to ensure a rapid and coordinated response in the event of a mass influx of applicants for international protection or other crisis situations affecting the reception system.

The initial outline of the plan identifies several preparedness measures in reception developed through inter-ministerial coordination. Consequently, the emergency plan foresees the establishment of various working groups composed of the relevant national stakeholders, to operationalize the identified preparatory measures.

It is built around:

- An early warning system to detect and monitor, in real time, indicators of increased migratory flows, in cooperation with national and European partners,
- Predefined crisis scenarios (mass influx, sudden arrival of vulnerable groups, crisis at external borders, emergency evacuation of existing facilities, etc.) with tailored response plans,
- An outline of coordinated mobilisation of resources (human, material, financial) through inter-ministerial monitoring and decision-making mechanisms,
- Temporary accommodation and support measures, for example, rapid deployment of “light” accommodation structures (tents, temporary modules), repurposing of public buildings, or activation of pre-agreed

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contracts with service providers,
- Integration of non-infrastructure aspects: continuity of asylum procedures, maintenance of procedural safeguards and respect for fundamental rights, provision of essential services (health, security, information, initial integration),
- Continuous monitoring and evaluation of the contingency framework to allow for improvements based on exercises, feedback, and changes in the European context.

Facilities

Overview of different types of reception facilities according to national classification

The national reception system comprises:

- **Initial Reception Centres (CPA)**: This centre hosts any person who has just applied for international protection in Luxembourg. It is intended for short-term accommodation (in principle a few weeks) before transfer to a temporary accommodation structure for applicants for international protection.

- **Temporary accommodation structures for applicants for international protection (SHTDPI)**: These are the collective or individual reception centres where applicants for international protection are accommodated for the duration of the asylum procedure. They can either be existing buildings (as former office buildings, hotels, schools etc.) or new modular constructions dedicated to the housing of applicants.

  Modular housing structure, with a capacity of beds which may vary depending on the municipality, are of high quality and durable. In addition to bedrooms, they have all the necessary infrastructure for communal living, such as kitchens, living rooms, sanitary facilities, laundry rooms, etc. The minimum land surface required to build such a structure is 10 acres. If a suitable plot of land is identified, the State takes all necessary steps to establish a modular accommodation structure. Based on a feasibility study carried out by the Public Buildings Administration, the size of the future structure and its maximum capacity on the plot of land in question are defined in consultation with the municipality. The entire cost of building a

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modular structure is covered by the State.

- **Emergency Reception Centres (SHU)**: These accommodate applicants for international or temporary protection for a short period of time when the capacity of reception centres is saturated or in case of evacuation emergencies.

Premises at the border

Name of the reception facility	Not applicable
Access description	Not applicable
Management	Not applicable
Type of applicants accommodated	Not applicable
Number of centres	Not applicable
Capacity	Not applicable
Location of the centres within the country	Not applicable

Initial reception centres

Name of the reception facility	Initial Reception Centres (CPA)
Regime	Open
Management	General management by the NRO, social support provided by the Red Cross
Type of applicants accommodated	Applicants who have just submitted their applications and are waiting for a housing solution with the NRO network.
Number of centres	1
Capacity	600 beds

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Location of the centres within the country	Luxembourg – Kirchberg (Tony Rollmann)

Collective accommodation centres

Name of the reception facility	Temporary accommodation structures for applicants for international protection (SHTDPI).
Regime	Open
Management	General management by the NRO, social support provided by Red Cross, HUT and Inter-Actions.
Type of applicants accommodated	SHTDPI: Applicants of international protection waiting for a final decision on their application and beneficiaries of international protection.
Number of centres	SHTDPI: 57 CAP: 0
Capacity	SHTDPI: 4484 beds CAP: 0
Location of the centres within the country	SHTDPI: Varies, Across 30 municipalities

Individual accommodation centres (such as private houses, flats, hotels)

Name of the reception facility	Not applicable
Regime	Not applicable
Management	Not applicable
Type of applicants accommodated	Not applicable
Number of centres	Not applicable
Capacity	Not applicable
Location of the centres within the country	Not applicable

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Temporary solutions when housing capacities is temporarily exhausted

Name of the reception facility	Emergency Reception Centres (SHU)
Regime	Open
Management	General management by the NRO, social support provided by the Red Cross and HUT.
Type of applicants accommodated	All applicants for international protection when the capacity of reception centres is saturated or in case of evacuation emergencies.
Number of centres	3
Capacity	993 beds.
Location of the centres within the country	Ettelbruck (hall 10) and Findel A and CPA K.

Reception facilities for applicants with special needs

Upon arrival, the immigration and reception authorities try to assess any person that is particularly vulnerable and/or presents special (psychological and/or physical) needs. Tailored programs and help are offered by specialised authorities for UAM, THB, and LGBTI applicants. For any vulnerability not directly related to the immigration and/or refugee background (namely age, gender, physical or psychological needs, health problems, etc.) applicants are in principle referred to the existing contact points, authorities, and services which address these vulnerabilities in the general population. Social workers receive regular training to address specific issues and forward the right information.

An IT tool for recording and managing information on disabilities among applicants for international protection is foreseen for the future, but it is still in the development and analysis phase. In the meantime, identification is carried out systematically, with the support of SharePoint.

Unaccompanied minors:

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The Centre for Initial Reception of Unaccompanied Minors – Primo-Accueil for UAMs currently offers 18 permanent places. This facility serves as a short-term reception centre, where unaccompanied minors are accommodated temporarily before being transferred to a suitable follow-up structure. At present, there are 15 follow-up structures for UAMs, operated by four different service providers, offering a total of 159 places.

Inclusive Support for Children with Special Needs: Every child with special needs—regardless of age, legal status, or background—is entitled to support. The ONE (Office national de l'Enfance) ensures that no child is left without assistance. Depending on individual needs, support is provided either through an AEF (Aide à l'Enfance et à la Famille) structure or through specialized facilities designed for children and young people with specific vulnerabilities.

Elderly: Possibility to accommodate elderly people in a nursing home (but this requires a case-by-case request, granted based on the doctor's opinion and the long-term care insurance's approval).

Medical and Psychological Needs: No separated accommodation centres, but adapted to their needs. Presence of social workers, presence of staff on the premises 24/24

Victims of human trafficking, torture or other forms of violence: For specific cases, collaborations are in place with external partners to accommodate these people in specialized centres (e.g. Liewen Dobaussen, ...). Victims of Trafficking in human beings (THB) during the reflection period will have access to the security, protection and assistance measures. Based on that and in order to enable their physical, psychological and social recovery, they are entitled to: accommodation, social and socio-educational support, material and financial support, medical, psychological or therapeutic support depending on their needs as well as linguistic and legal support. The accommodations are coordinated by the NRO under the supervision of the Ministry of Family Affairs, Solidarity, Living Together and Reception of Refugees (MFSVA). Depending on the victims' specific needs and depending on their age, sex, background and the vulnerability or risk of their situation, they may be placed in shelters or structures for victims of THB approved by the Ministry for Gender Equality and Diversity or for minors by the Ministry of National Education, Children and Youth, with the support and under the coordination of the approved services for victims of THB, SAVTEH and COTEH, or placed in a secret location by the police for safety reasons, if applicable. Police and support services engage in sustained, close cooperation

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throughout the entire duration of assistance. They conduct regular assessments of victims' specific needs and adapt their interventions accordingly.

Women: One accommodation facility situated in Redange is intended exclusively for women.

LGBTIQ: No separated accommodation centres. Information and orientation about the existing help centres and counselling services. To evaluate whether an LGBTIQ person warrants the granting of international protection, the Refugee Unit of the General Department of Immigration does a case-by-case analysis of, on one hand, the legal situation in the country of origin, and, on the other hand, the daily life of LGBTIQ people in the country of origin. A specialised service provider offers trainings on issues relating to LGBTIQ applicants for international protection to staff members of the NRO.

Material reception conditions provided in kind and cash

Definition of material reception conditions

In article 2 of the amended Reception Law material reception conditions are described as all the measures taken in favour of applicants for international and temporary protection and include accommodation, food and clothing, provided in kind or in the form of financial allowance or vouchers, or a combination of these three formulas, as well as a monthly allowance for medical care.

Material reception conditions provided in kind

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Type and purpose	The composition of the household, the age of the family members and any financial resources (employee income, real estate, etc.) available to the household are considered to determine the material reception conditions. Assistance granted include: • Housing in an accommodation structure is free for applicants for international protection if they do not hold a temporary occupation authorization. • Depending on the facility, the provision of meals is organized either in the form of full board with provision of prepared meals or an allowance. • Basic medical care is covered by the NRO via a system of advances for medical expenses. Applicants must provide invoices and supporting documents to have access to an advance for medical expenses. After the 3-month training period, the NRO covers the contributions for voluntary insurance. • Most schoolbooks are made available by the Ministry of Education, Children and Youth. The school fees and additional school supplies are covered by the assistance in kind or vouchers provided by the NRO.
Duration and recurrence	Duration of the assistance granted vary depending on the type of assistance, see section above.

Financial allowances and vouchers

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Type and purpose	All applicants for international protection in Luxembourg receive several types of allowances, such as vouchers or money for food, clothing, hygienic products and other expenses. The Law of 7 of August 2023 clarifies the amount of food and hygiene products to be received and defines a standardised amount of basic assistance for all applicants, regardless of age. Depending on the facility, the provision of meals is organized in the form of full board with provision of prepared meals, or a predefined monthly payment to the applicants' bank accounts. The allocation amounts for applicants for international protection are as follows (as of May 1st): • The amount of the financial allowance for an applicant is set at €32 per month, • The amount of food aid for an applicant is set at €249,76 per month (pregnant women are entitled to a monthly voucher of €77,40), provided that the provision of meals is not ensured by the NRO, • The amount of hygiene assistance for a PGD is set at €49,67 per month. Upon introduction of the application the applicants receive a one-time voucher of €124,89. Further clothing assistance is provided under the form of vouchers every 6 months. Adults receive €62,44 every 6 months and children under the age of 18 are allocated €124,89 every 6 months. The NRO provides monetary aid of €124,89 per school year in primary and secondary education. This aid is used to purchase school supplies for children aged 3 and over (also applies to nursery school, subject to the presentation of a list of supplies). The school fees and additional school supplies are covered by the assistance in kind or vouchers provided by the NRO.

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Duration and recurrence	Pocket money is provided once per month. While the frequency of other material reception condition may vary depending on the type of assistance.
Calculation and amount	Pocket money provided once a month: • €32 for UAM and adults. • €32 for children. All other amounts are equivalent regardless of the applicant's age.
Applicants granted allowance	All applicants for international protection in Luxembourg, regardless of age
Modalities of provision	Material reception conditions may be given in cash, via bank transfer or through vouchers.

Material reception conditions for vulnerable persons

The Chapter 4, article 15 to 21 of the amended Reception Law regulates the reception of vulnerable applicants.

Special reception needs are provided for vulnerable persons such as, minors, unaccompanied minors, the disabled, the elderly, pregnant women, single parents accompanied by minor children, victims of human trafficking, persons with serious illnesses, persons suffering from mental disorders and persons who have suffered torture, rape or other serious forms of psychological, physical or sexual violence, and more particularly victims of female genital mutilation.

Upon arrival, the immigration and reception authorities try to assess any person that is particularly vulnerable and/or presents special (psychological and/or physical) needs. Tailored programs and help are offered by specialised authorities for UAM, THB, and LGBTI applicants. For any vulnerability not directly related to the immigration and/or refugee background (namely age, gender, physical or psychological needs, health problems, etc.) applicants are in principle referred to the existing contact points, authorities, and services which address these vulnerabilities in the general population. Social workers receive regular training to address specific issues and forward the right information.

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Rights and obligations during reception

Provision of information and counselling

Modalities of information provision on benefits and obligations related to reception conditions	On day 1 of the interview, which in principle takes place on the first working day following the arrival, the newcomer signs the “Prise en charge” (PEC). On this occasion, they receive detailed information on the available assistance and their obligations regarding reception conditions. The administration published an information brochure “Knowing everything about the reception of applicants for international protection and refugees in my municipality” which is distributed at municipal level. The NRO has also developed the “DPI portal", a digital platform which consolidates all the necessary information addressed to applicants for international protection arriving in Luxembourg. It provides detailed explanations of the various procedures for applying for international protection, the measures in place for the integration, and the basic rules necessary for communal living in the structures. The “DPI portal” has been translated into 13 languages.
Provision of legal assistance on the reception conditions available	They are also informed about organisations or groups of individuals which assure a specific legal aid as well as other organisations that can help them how to benefit from the reception conditions including medical care and psychological counselling.

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House rules	Upon arrival at the housing facility, the AIP must sign the internal regulations ("*règlement d'ordre intérieur*", ROI). The ROI sets out the rules in force in the facility. It also ensures the premises are kept clean and tidy as well as guaranteeing the safety of occupants. These regulations are available in several languages. Failure to comply with the ROI will lead to disciplinary measures. The ROI is on display in the entrance hall of every housing facility.

Freedom of movement within the territory

Assignment of a particular area of residence to applicants	No limitation within the country
Reporting obligations	Applicants must report to the DGIM every month to have their pink paper extended. At the NRO, there is no obligation to report. However, applicants must inform the NRO of any changes to their situation. Furthermore, applicants may not leave the CPA overnight, as this could result in the loss of their accommodation. In the SHTDPI, the person may not be absent for more than five consecutive nights.

Employment and vocational training

Time limit to access the labour market	6 months after lodging an asylum application, applicants can access the labour market.

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Criteria to access the labour market	Applicants must apply for an authorisation of temporary occupation (AOT) to the National Employment Agency (ADEM – *Agence pour le développement de l'emploi*). The applicant will need to fulfil all the conditions of an authorisation of stay for salaried workers. By Law of 7 August 2023, the labour market tests were abolished to facilitate access to employment in Luxembourg. The authorisation is issued for a period of 6 months and can be renewed. It is issued for one profession and a specific employer. The employer must verify the AOT and keep a copy on file. There are no costs to be covered by the asylum applicant. The authorisation of temporary occupation (AOT) is no longer valid when: • It expires, • One of the parties to the employment contract ends the working relationship, or • The application for international protection is definitively rejected or cancelled. The AOT will be withdrawn if the beneficiary: • Works in a different profession to that authorised, or • Fraudulently resorted to dishonest practices or incorrect declarations to obtain it. More information can be found here

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Employment support for applicants	Social workers of the NRO inform applicants about the steps to take to obtain an AOT (once the minimum legal period has been reached). However, they cannot register with ADEM, whilst in the application process. Once international protection is granted, they will be able to register with ADEM (More information can be found here). Since January 2024 and until December 2025, the AMIF helps funding two projects of two non-profit organisations in Luxembourg. Applicants can be oriented towards these organisations to receive support in establishing a personal and professional project, for job search guidance with a mentor, help in writing resumes and motivation letters, trainings for job interviews, etc.

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Adults' access to vocational training	Applicants have access to vocational training in accordance with the provisions of the amended law of 19 December 2008 on the reform of vocational training. Professional training is available as soon as a sufficient level of language proficiency (French, German, English) is reached. The Ministry of National Education, Children and Youth also offers initial professional training for newly arrived students. Interested people can request an appointment at the School Reception Unit for New Arrivals Students (CASNA). A skills assessment will be drawn up. Young people will also be informed of professional training opportunities corresponding to them. Municipalities which have signed an agreement with the Adult Training Service (SFA) of the Ministry of National Education, Children and Youth receive an additional subsidy when they enroll beneficiaries of a registration at a reduced rate. They therefore do not have a deficit due to the reduced rate. More information is available here.
Access to tertiary education	AIPs can attend courses at the University only as Guest Students (without a degree being awarded). Guest Students (uni.lu)

Healthcare

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Medical screening	Applicants for international protection are subject to a mandatory medical examination by the medical service of the Health Unit for Applicants for International Protection of the Health Directorate. The examination aims at ensuring an adequate medico-social and psychological assessment for each applicant for international protection received and at detecting possible illnesses or psychological disorders. Moreover, it reduces the risk of infectious diseases. Applicants are summoned to the Medical-Social Center (2, rue George C. Marshall; L-2181 Luxembourg) for the medical examination which must take place no later than 6 weeks after their arrival. In collaboration with the Medical-Social League, health problems are screened. Currently, the health check consists of a general medical examination, a chest x-ray to detect tuberculosis and a blood test for adults. Children under 13 will have a tuberculin test (injection under the skin). An Enterovirus (Wild Polio Virus) stool culture is also carried out for children under 13 years of age, originally from Afghanistan, Nigeria, Pakistan, DR Congo, Syria and Somalia. In addition, vaccination is offered to applicants (adults and adolescents from 13 years old); for children, a copy of the vaccination schedule is given to parents for the paediatrician.

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Level of healthcare	Following the lodging of the application, there is an initial 3-month trial period where the applicant cannot access the full healthcare system. During this period and in the event of an emergency, either the person goes directly to the emergency department (in case of a life-threatening emergency), or they must first go to the SAMI, which will either: • treat the person directly, or • issue a care voucher for the purchase of medication or for specialized examinations. During this 3-month probation period, only urgent and necessary care is covered. After that period, medical aid covers the costs resulting from consultations with general doctors and specialists, hospital costs and surgical treatment, pharmacy costs and other medical prescriptions. In the case of chronic or long-term illness, the Health Inspectorate may grant special assistance.
Access to healthcare	Once an application is lodged, the asylum applicant contracts voluntary health insurance with the National Health Fund (CNS) through the intermediary of the NRO which will pay the monthly fee for the duration of the asylum procedure. From the moment CNS affiliation is effective, the applicant must pay their own medical bills and medication. To help the applicant with medical expenses, the NRO covers the share of the third-party payer through a revolving fund. If hospitalisation is necessary, the AIP must inform the social worker of the NRO beforehand, except in case of an emergency.

Education for minors

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Education is compulsory for children between 4 and 16 years old. This applies for applicants and beneficiaries of international protection, as well as for all children living in the country, regardless of the status of their parents. Young persons aged 16 or above also have the right to pursue education and training.

The school system in Luxembourg comprises three levels:

- primary education (for children aged 4 to 11 years)
- secondary education (for children aged 12 to 24 years)
- higher education (from 19 years after obtaining a diploma at the end of secondary school)

The enrolment and guidance of children and young people who have recently arrived in Luxembourg is carried out by the School Integration and Welcoming Service ("*Le Service d'intégration et d'accueil scolaires*", SIA)

The SIA welcomes newly arrived families to Luxembourg, informs and advises students and their parents on all matters related to schooling in Luxembourg and offers a personalised follow-up for two years.

Schooling for children (4 to 11 years)

To enrol the child in school, the API must make an appointment with the SIA using the following online form (available in 12 languages):

Form to request an appointment with the School Integration and Welcoming Service (SIA)

In general, the child will attend an integration class for students who have recently arrived (CLI) for a maximum period of six quarters. This class will be located close to the housing facility. Registration in the daycare centres (maison relais) will take place when the child starts school; the AIP will receive help from an intercultural mediator. The CLIs are bridge classes, which aim to facilitate integration into a regular class in primary school.

After completing the CLI class, the child will be registered in a regular class (also called a "*classe d'attache*") in a municipal primary school. To facilitate the transition into this regular class, the child will attend an intensive language course (also called "*cours d'accueil*" or "welcome class"). If the AIP want to sign their child up for the daycare centre in their municipality, they must register them at the *Service Éducation et Accueil* (SEA) of their municipality.

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Schooling for adolescents (12 years and over)

To enrol the child in a school or secondary school, the AIP must make an appointment with the SIA via the following online form (available in 12 languages):

Form to request an appointment with the School Integration and Welcoming Service (SIA)

During the appointment at the SIA, the AIP will receive information about the Luxembourg school system, the assistance available and school registration procedures. The child's academic achievements and language skills will be assessed to place them in the most suitable class or course.

If they live in a housing facility of the NRO, the child will generally attend a welcome class ("*classe d'accueil*") in the secondary school which is closest to the housing facility for a maximum period of one year. Welcome classes are bridge classes, aimed at facilitating integration into a regular class in the secondary education system.

Applicants for international protection must register their child by contacting the local secondary school.

CASNA is part of the Schooling Service for Foreign Children (SECAM), a resource service of the Ministry of National Education, Children and Youth (MENJE). Each student receives an orientation recommendation from CASNA, based on their test results and information provided about their previous academic career during interviews with a CASNA advisor.

The student newly arrived in the country is enrolled, by decision of the regional director of the student's municipality of residence, in a regular class, also in this context called 'home class'. The choice of home class is determined based on the student's previous schooling, their achievements and their age. The student learns German and/or French as part of intensive language courses, also called reception courses. The student also benefits from an introduction to the Luxembourgish language.

In the event of a massive influx and in accordance with the legislation in force on the operation of reception courses and reception classes, specialized state reception classes (CSAE) may be created by the State. The CSAE are located either on isolated sites near the NRO accommodation facilities or integrated into a local municipal primary school. Unlike reception courses, the CSAE can also

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provide, depending on needs, mathematics and secondary subject courses.

Regardless of the type of schooling, the student benefits from an individualized training project adapted to their needs and established by the regular teacher. Support is provided until the student is fully integrated into their home class.

For children of applicants or beneficiaries of international protection who, following schooling in a specialised State reception class, join a regular basic education class, two weekly lessons per child are added to the quota of lessons per child. These lessons are intended to facilitate the integration in the school and extracurricular framework and are granted at the time of the child's integration into a regular basic education class.

In order to request such an increase in quota for the current year, the municipality, or even its school service, will send a request to the Basic Education Service of the Ministry of National Education, Children and Youth. The request will be accompanied by the list of concerned children, indicating surname, first name, registration number, the specialized state reception class previously attended by the student and the regular class newly attended.

Secondary education: newly arrived underage applicants for international protection must first go to the School Reception Unit for Newcomer Students (CASNA) to have their mathematics skills evaluated in their mother tongue and their language skills assessed. This allows CASNA to give them an orientation recommendation, guiding them towards the class best corresponding to their profile and skills. Based on their file, they can join a school in the Luxembourgish school system.

Several high schools offer reception classes for students aged 12 to 15 (ACCU) and reception literacy classes for students aged 12 to 15 (ACCU alpha).

For young people over the compulsory school age (16 years and over), there are also a range of possibilities allowing them to continue their schooling or prepare for professional life, in particular through education classes. Reception for young adults aged 16 to 17 (CLIJA) and reception classes for young adults aged 18 to 24 inclusive (CLIJA+) are open to newly arrived students, regardless of their status.

There are also classes for students with different linguistic profiles, driven by school diversification. These classes exist both in the regular and international offerings.

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Underage applicants for international protection living in accommodation facilities may attend a reception class for a period of one year. It is important to note that reception classes are transitional classes, aimed at facilitating integration into a regular secondary education class.

More information can be found here and in the corresponding Regulation, available here.

Socio-cultural orientation and language learning

Access to socio-cultural orientation	To promote intercultural living together, Luxembourg has implemented four key instruments. Among them, the Citizens' Pact is open to any adult residing or working in Luxembourg. It grants access to the free Intercultural Living Together Programme, which aims to inform participants about the Grand Duchy, guide them, and encourage civic participation. The programme includes three introductory modules on life in the Grand Duchy of Luxembourg and a catalogue of advanced modules covering key themes of intercultural living together, including modules specifically addressing the needs of vulnerable populations such as orientation courses for housing, education, and employment. Furthermore, all programme participants receive access to an online language learning platform.

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Language classes	Linguistic integration course, provided by MENJE – Adult training service. Before the language integration courses, an orientation interview allows to identify the academic level, the acquired knowledge, the language skills (oral and written) and the needs of the AIP/BIP to support him in his learning process. After the assessment of knowledge and needs in language training, the person will then be oriented: • either towards a language course as part of linguistic integration (literacy or French as a foreign language); or • towards the linguistic offer of adult training (associations, INL, etc.).

Sufficient means

Arrangement of private accommodation

Applicants for international protection may also choose to live in a private residence with members of their family or with friends. However, some challenges in finding accommodation have been identified:

- Applicants have the right to remain in the country but not the right to residence.
- There is a general housing crisis in Luxembourg which is a structural problem that affects the entire population. To confront this issue, the government is focusing on increasing the number of social housing units, with a sustainability perspective. The high level of demand also generates an increase in prices.
- Some landlords request individuals to have a permanent job and provide a guarantee of a minimum of 3 months of rent to guarantee damages and other aspects. This is a general challenge affecting a wider population, not only limited to applicants and beneficiaries of international protection.

Contribution to reception and healthcare costs

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Applicants for international protection are not required to financially contribute to accommodation and reception. In case of beneficiaries of international protection, an occupancy allowance of one third of their revenue is required.

A contribution for accommodation will be asked from applicants that are working. If the applicant is working, healthcare will be paid by the employer and no longer by the NRO.

Sufficient means test

If a person has sufficient means, reception conditions are not provided.

In practice, a person having a monthly income of at least the Luxembourgish REVIS will not receive financial aid from the NRO. Moreover, a contribution will be asked for accommodation. Applicants will always have access to healthcare, as it is paid by the employer in case of the applicant working.

Sanction regimes, reduction or withdrawal of material reception conditions

Circumstances for reducing or withdrawing material reception conditions

Reception conditions can be reduced or withdrawn regarding a particular applicant:

- If the applicant abandons the place of residence.
- If the applicant does not comply with reporting duties or with requests to provide information or to appear.
- If the applicant has lodged subsequent application (de facto never applied).
- If the applicant has not lodged an application as soon as reasonably practicable.
- If the applicant has concealed financial resources (de facto never applied).
- In case of breaching the rules of the accommodation facility or violent behaviour.

Possible sanctions and procedure

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Reduction of the reception conditions often results in (but is not always limited to) a suspension of the applicant’s cash allowance for one or three months or the transfer to another accommodation centre.

The decision is taken by the Director of the NRO, based on a list of possible sanctions and the internal regulations (*règlement d’ordre intérieur* - ROI) that apply to all centres and are signed by the residents. All decisions of limitation or withdrawal of reception conditions are reasoned. Prior to the decision, the applicant can be heard.

Review of the sanction decision

The individual may appeal to the NRO's legal department if they disagree with the sanction imposed. The deadlines and procedures for lodging an appeal are specified in the written decision imposing the sanction. Once the sanction period has expired, the applicant will automatically be reinstated as a beneficiary of material reception conditions.

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