



**An Oifig um Chosaint
Idirnáisiúnta**
International Protection
Office

**AN OIFIG UM CHOSAINT IDIRNÁISIÚNTA
INTERNATIONAL PROTECTION OFFICE**

**CODE OF CONDUCT TO BE OBSERVED BY A LEGAL REPRESENTATIVE OR CHILD AND FAMILY
AGENCY(TUSLA) OFFICIAL/PARENT OR GUARDIAN OR AN APPROVED THIRD PARTY ATTENDING AT
THE INTERNATIONAL PROTECTION OFFICE (IPO) FOR AN INTERVIEW
UNDER THE INTERNATIONAL PROTECTION ACT 2026.**

**Policy No.IPO 01
Effective date: 12/06/2026**



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A. Code of conduct to be observed by a Legal Representative attending at the International Protection Office (IPO) for interviews under the International Protection Act 2026 in the case of an unaccompanied minor.

This form should be read, confirmed, dated and time stamped by the legal representative prior to the commencement of the interview under the International Protection Act 2026. A time stamp indicates oral confirmation and the time/date of such. Please note, the interview will be audio recorded. The form will be placed on the international protection applicant's file.

1. The IPO has established arrangements for the attendance of a legal representative at the unaccompanied minor's IP interview.
2. The legal representative should note that they are acting as an observer in the interview process. The legal representative may take notes at the interview but they must **not** interrupt the interview, answer questions for the applicant and/or make any comments during the interview process unless invited to do so by the interviewer or having first obtained authorisation from the interviewer.

The use of laptops, mobile phones, or any electronic /recording device by the legal representative is only permitted to take notes and should be on silent mode. Any personal recordings, audio or visual, videos or photography during the interview are **strictly** not permitted.

The IPO Interview record is the only legal record of the interview.

3. The legal representative must provide the Interviewer conducting the interview with proof of their identity. For identification purposes, the following documentation will be accepted by the IPO:
 - Identity document (Passport/driving licence);
 - Headed note paper showing that the legal representative is employed by the firm stated to be representing the applicant;
 - in the case of a legal clerk attending on behalf of a law firm, the legal clerk will be required to lodge a letter on the firm's headed note paper. This letter will contain confirmation by one of the qualified solicitors in that firm that the legal clerk is authorised to attend the IPO on behalf of the firm concerned.
4. The IPO will accept and consider any documents or submissions relevant to the applicant's case made before or during the interview process. However, legal representatives should note that to facilitate the speedy processing of international protection applications, all documentation and submissions relevant to the applicant's case should be submitted at the earliest opportunity.
5. The applicant will be afforded short breaks during the interview at the discretion of the interviewer, **and/or at the request of the applicant.**
6. At the end of the interview, the legal representative will be afforded an opportunity to make comments relevant to the case. Any comments will be recorded and read back to the legal representative by the interviewer. The legal representative will be asked to confirm these comments have been accurately recorded. This will be time stamped/dated as part of the interview record and also for the audio recording.
7. The IPO and the interviewer will also have regard to the IPO's Procedures in relation to applications from Unaccompanied Minors/Separated Children seeking international protection, and the IPO's Children First Guidelines.
8. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



Name of Legal Rep (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



B. Code of conduct to be observed by the Child and Family Agency (TUSLA) official attending at the International Protection Office (IPO) for interview under the International Protection Act 2026 in the case of an unaccompanied minor.

This form should be read, agreed, dated and time stamped by the TUSLA representative prior to the commencement of the interview under the International Protection Act 2026. A time stamp indicates oral confirmation and the time/date of such. Please note, the interview will be audio recorded. The form will be placed on the international protection applicant's file.

1. The IPO has established a policy of permitting the attendance of a TUSLA representative at the unaccompanied minor's interview.
2. If the applicant (through TUSLA) has secured legal assistance, their legal representative will also be permitted to attend the interview.
3. The TUSLA representative should note that they are not a participant in the interview process. The TUSLA representative may take notes at the interview but they must **not** interrupt the interview, answer questions for the applicant and/or make any comments during the interview process unless invited to do so by the interviewer.

The use of laptops, mobile phones, or any electronic /recording device by the TUSLA only permitted to take notes and should be on silent mode. Any personal recordings, audio or visual, videos or photography during the interview are **strictly** not permitted.

The IPO Interview record is the only legal record of the interview.

4. The TUSLA representative must provide the Interviewer conducting the interview with proof of his/her identity. For identification purposes, the following documentation will be accepted by the IPO:
 - the representative's TUSLA's ID card;
 - a letter from TUSLA indicating the representative is employed by TUSLA.
5. The IPO will accept and consider any documents or submissions relevant to the applicant's case made before or during the interview process. However, the TUSLA representative should note that to facilitate the speedy processing of international protection applications, all documentation and submissions relevant to the applicant's case should be submitted at the earliest opportunity.
6. The TUSLA representative should note that breaks will be allowed during the interview process at the discretion of the interviewer, at the request of the applicant and/or within reason at the request of the TUSLA representative.
7. At the end of the interview, the TUSLA representative will be afforded an opportunity to make comments relevant to the case. Any comments will be recorded and read back to the TUSLA representative by the interviewer. The TUSLA representative will be asked to confirm these comments have been accurately recorded. This will be time stamped/dated as part of the interview record and also for the audio recording.
8. The IPO and the interviewer will also have regard to the IPO's Procedures in relation to applications from Unaccompanied Minors/ Separated Children seeking international protection, and the IPO's Children First Guidelines.
9. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



Name of TUSLA representative: (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



C. Code of conduct to be observed by the Child/minor's guardian or parent attending at the International Protection Office (IPO) for an interview under the International Protection Act 2026 in the case of an accompanied child/minor.

This form should be read, agreed, dated and time stamped by the Child/minor's guardian or parent prior to the commencement of the interview under the International Protection Act 2026. A time stamp indicates oral confirmation and the time/date of such. Please note, the interview will be audio recorded. The form will be placed on the international protection applicant's file.

1. The IPO has established a policy of permitting the attendance of a Child/minor's guardian or parent at the accompanied minor's interview. While the interviewer may request the Child to outline during the interview any facts relating to their international protection claim, they may also require the parent or guardian to provide information relating to the Child's international protection claim.
2. If the applicant has secured legal assistance, his/her legal representative will also be permitted to attend the interview.
3. The Child/minor's guardian or parent should note that they are not a participant in the interview process. The Child/minor's guardian or parent may take notes at the interview but they must **not** interrupt the interview, answer questions for the applicant and/or make any comments during the interview process **unless invited to do so by the interviewer**. The IPO may invite the applicant's accompanying adult to answer further questions or to provide additional information at the end of the Child's interview.

The use of laptops, mobile phones, or any electronic /recording device by the Child/minor's guardian or parent is only permitted to take notes and should be on silent mode. Any personal recordings, audio or visual, videos or photography during the interview are **strictly** not permitted.

The IPO Interview record is the only legal record of the interview.

4. The Child/minor's guardian or parent must provide the interviewer conducting the interview with proof of his/her identity. For identification purposes, the following documentation will be accepted by the IPO:
 - a passport;
 - an official ID card, or
 - Identity document (Passport/driver's licence)
 - other form of identification (e.g. TRC or GNIB Registration card).
5. The IPO will accept and consider any documents or submissions relevant to the applicant's case made before or during the interview process. However, the Child/minor's guardian or parents should note that to facilitate the speedy processing of international protection applications, all documentation and submissions relevant to the applicant's case should be submitted at the earliest opportunity and no later than the interview date.
6. The Child/minor's guardian or parent should note that breaks will be allowed during the interview process at the discretion of the interviewer, at the request of the applicant, **and/or within reason at the request of the Child/minor's guardian or parent**.
7. At the end of the interview, the Child/minor's guardian or parent will be afforded an opportunity to make comments relevant to the case. Any comments will be recorded and read back to the Child/minor's guardian or parent by the interviewer. The Child/minor's guardian or parent will be asked to confirm these comments have been accurately recorded. This will be time stamped/dated as part of the interview record and also for the audio recording.
8. The IPO and the interviewer will also have regard to the IPO's guidelines in relation to interviews with accompanied children, and the IPO's Children First Guidelines.
9. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



Name of Child/minor's guardian or parent:: (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



IPO 01 (FORM D)

D. Code of conduct to be observed by a Legal Representative attending at the International Protection Office (IPO) for interview under the International Protection Act 2026 in the case of an adult international protection applicant/ accompanied minor.

This form should be read, agreed, dated and time stamped by the legal representative prior to the commencement of the interview under the International Protection Act 2026. A time stamp indicates oral confirmation and the time/date of such. Please note, the interview will be audio recorded. The form will be placed on the international protection applicant's file.

1. Prior to the commencement of the interview, the applicant must have confirmed to the IPO in writing that you are his/her only duly-appointed legal representative.
 2. The request for the attendance of the applicant's legal representative at their client's interview must be forwarded to the IPO at least 24 hours before the starting time of the interview.
 3. The legal representative must provide the Interviewer conducting the interview with proof of his/her identity. For identification purposes, the following documentation will be accepted by the IPO:
 - a business card,
 - Identity document (Passport/driver's licence)
 - headed note paper showing that the legal representative is employed by the firm stated to be representing the applicant;
 - in the case of a legal clerk attending on behalf of a law firm, the legal clerk will be required to lodge a letter on the firm's headed note paper. This letter will contain confirmation by one of the qualified solicitors in that firm that the legal clerk is authorised to attend the IPO on behalf of the firm concerned.
 4. The legal representative should note that they are acting as an observer in the interview process. The legal representative may take notes at the interview but they must **not** interrupt the interview, answer questions for the applicant and/or make any comments during the interview process unless invited to do so by the interviewer or having first obtained authorisation from the interviewer.
- The use of laptops, mobile phones, or any electronic /recording device by the legal representative is only permitted to take notes and should be on silent mode. Any personal recordings, audio or visual, videos or photography during the interview are **strictly are** not permitted.
- The IPO Interview record is the only legal record of the interview.
5. Interviews will be recorded for the purpose of registering the Applicant's confirmation of the content in the interview record. Either at the end of the interview or at intervals during the interview, the content of the interview record will be read back in order to provide any clarifications to what has been said and orally confirm the content.
 6. At the end of the interview, the legal representative will be afforded an opportunity to make comments relevant to the case. Any comments will be recorded and will be read back to the legal representative by the interviewer. The legal representative will be asked to confirm these comments have been accurately recorded. This will be time stamped/dated as part of the interview record and also for the audio recording.
 7. The IPO will accept and consider any documents or submissions relevant to the applicant's case made before or during the interview process. However, legal representatives should note that to facilitate the speedy processing of international protection applications, all documentation and submissions relevant to the applicant's case should be submitted at the earliest opportunity.
 8. The applicant will be afforded short breaks during the interview at the discretion of the interviewer, **and/or at the request of the applicant.**



9. The IPO and the interviewer will also have regard to the IPO's guidelines in relation to interviews with accompanied children, and the IPO's Children First Guidelines.
10. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.

Name of Legal Rep (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



E. Procedure to be observed by the interviewer in relation to a Legal Representative attending at interview under the International Protection Act 2026.

In the case of legal representative accompanying either an adult international protection applicant or an unaccompanied minor/accompanied minor to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself.
2. Before the interview commences the interviewer will give the legal representative a copy of the relevant *Code of Conduct* in relation to a legal representative attending at an interview.
3. The interviewer will ask the legal representative to read and agreed the *Code of Conduct* . This will be recorded , time / date stamped.
4. The interviewer will ask the legal representative for proof of identity. The proof of identity will be noted in the interview notes and a copy placed on file. Accepted identification for a legal representative attending at interview includes the following:
 - a business card;
 - Identity document (Passport/driver's licence)
 - headed note paper showing that the legal representative is employed by the firm stated to be representing the applicant;
 - in the case of a legal clerk attending on behalf of a law firm, the legal clerk will be required to lodge a letter on the firm's headed note paper. This letter will contain confirmation by one of the qualified solicitors in that firm that the legal clerk is authorised to attend the IPO on behalf of the firm concerned.
5. If the interviewer has any doubts about the identity documents produced, please consult with your manager.
6. If the legal representative does not produce evidence of his/her identity or fails to observe the *Code of Conduct*, the interviewer will remind him/her of his/her obligations under the Code. If the non-co-operation continues the interviewer should
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the legal representative with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the interviewer will inform him/her that they are **not** allowed to sit in at the interview and they must leave.
7. Under no circumstances should an interview be cancelled/postponed and/or adjourned if the legal representative cannot produce proof of identity and/or if they will not observe the protocol outlined above.
8. The interviewer will place the confirmed/time stamped *Code of Conduct* document on the international protection applicant's file.
9. The IPO and the interviewer will also have regard to the IPO's Children First Guidelines.
10. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



IPO 01 (FORM F)

F. Procedure to be observed by the interviewer in relation to a Child and Family Agency (TUSLA) official attending with an unaccompanied minor at interviews under the International Protection Act 2026

In the case of a TUSLA official accompanying an unaccompanied minor to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself.
2. Before the interview commences the interviewer will give the TUSLA official a copy of the relevant *Code of Conduct* in relation to a TUSLA official attending at interview.
3. The interviewer will ask the TUSLA official to read the *Code of Conduct*. This will be recorded, time / date stamped.
4. The interviewer will ask the TUSLA official for proof of identity. The proof of identity will be noted in the interview notes and a copy placed on file. For identification purposes, the following documentation will be accepted by the IPO:
 - an official TUSLA ID card;
 - a letter from the Child and Family Agency (TUSLA) indicating the official is employed by the TUSLA.
5. If the Interviewer has any doubts about the identity documents produced, please consult with your manager.
6. If the TUSLA official does not produce evidence of his/her identity or fails to observe the *Code of Conduct*, the interviewer will remind him/her of their obligations under the Code. If non co-operation continues the interviewer should
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the TUSLA official with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the interviewer will inform him/her that they are **not** allowed to sit in at the interview and they must leave.

This will mean that the interview will then have to be postponed and rescheduled.
7. The relevant manager in the case will then consult with their AP and a letter will be sent to the TUSLA by the relevant AP reporting the incident and asking the Child and Family Agency for an undertaking that this practice will not be repeated so that an interview can then be rescheduled with a view to bringing the case to finality.
8. The interviewer will place the time / date stamped *Code of Conduct* document on the international protection applicant's file.
9. The IPO and the interviewer will also have regard to the IPO's Procedures in relation to applications from Unaccompanied Minors/ Separated Children seeking international protection, and the IPO's Children First Guidelines.
10. The interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



G. Procedure to be observed by the interviewer in relation to a Child/minor's guardian or parent attending with an accompanied minor at interviews under the International Protection Act 2026

In the case of a Child/minor's guardian or parent accompanying an accompanied minor to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself.
2. Before the interview commences the interviewer will give the Child/minor's guardian or parent a copy of the relevant *Code of Conduct* in relation to a Child/minor's guardian or parent attending at interview.
3. The interviewer will ask the Child/minor's guardian or parent to read the *Code of Conduct*. This will be recorded , time / date stamped.
4. The interviewer will ask the Child/minor's guardian or parent for proof of identity. The proof of identity will be noted in the interview notes and a copy placed on file. For identification purposes, the following documentation will be accepted by the IPO:
 - a passport;
 - an official ID card, or
 - Identity document (Passport/driver's licence)
 - other form of identification (e.g. TRC or GNIB Registration card).
5. If the interviewer has any doubts about the identity documents produced, please consult with your manager.
6. If the Child/minor's guardian or parent does not produce evidence of his/her identity or fails to observe the *Code of Conduct*, the interviewer will remind him/her of their obligations under the Code. If non co-operation continues the interviewer should:
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the Child/minor's guardian or parent with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the HEO/AP will inform the Child/minor's guardian or parent of their duty to cooperate with the process and that non-cooperation may lead to the applicant being deemed to have failed in their duty to co-operate in the examination of their application.
7. The interviewer will place the time / date stamped *Code of Conduct* document on the international protection applicant's file.
8. The interviewer will also have regard to the IPO's guidelines in relation to interviews with accompanied children, and the IPO's Children First Guidelines.
9. The interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



IPO 01 (FORM H)

H. Code of conduct to be observed by a Legal Representative attending at the International Protection Office (IPO) for online interviews under the International Protection Act 2026 in the case of an adult international protection applicant.

The legal representative will provide verbal confirmation they have read this Form prior to the commencement of the online interview under the International Protection Act 2026. This verbal confirmation will be documented and time stamped by the interviewer and be placed on the international protection applicant's file. Please note, the interview will be audio recorded.

A legal representative may accompany their client at the interview subject to the following:

1. Prior to the commencement of the interview, the applicant must have confirmed to the IPO in writing that you are his/her only duly-appointed legal representative by emailing info@ipo.gov.ie with your client's name and reference number in the subject line.
2. The request for the attendance of the applicant's legal representative at his/her client's interview must be forwarded to the IPO 24 hours before the date and starting time of the interview.
3. The legal representative must provide the Interviewer conducting the online interview with photographic proof of his/her identity (e.g. driver's licence, passport). For identification purposes, the legal representative must also prove they are the authorised legal representative of the applicant. The following documentation will be accepted by the IPO:
 - Identity document (Passport/driver's licence)
 - headed note paper showing that the legal representative is employed by the firm stated to be representing the applicant
 - in the case of a legal clerk attending on behalf of a law firm, the legal clerk will be required to lodge a letter on the firm's headed note paper. This letter will contain confirmation by one of the qualified solicitors in that firm that the legal clerk is authorised to attend the IPO on behalf of the firm concerned.

The legal representative should note that they are acting as an observer in the interview process. The legal representative may take notes at the interview but they must **not** interrupt the interview, answer questions for the applicant and/or make any comments during the interview process unless invited to do so by the interviewer or having first obtained authorisation from the interviewer.

The use of laptops, mobile phones, or any electronic /recording device by the legal representative is only permitted to take notes and should be on silent mode. Any personal recordings, audio or visual, videos or photography during the interview are **strictly not** permitted.

The IPO Interview record is the only legal record of the interview.

4. Interviews will be recorded for the purpose of registering the Applicant's confirmation of the content in the interview record. Either at the end of the interview or at intervals during the interview, the content of the interview record will be read back in order to provide any clarifications to what has been said and orally confirm the content.
5. At the end of the interview, the legal representative will be afforded an opportunity to make comments relevant to the case. Any comments will be documented and will be read back to the legal representative by the interviewer. The legal representative will be asked to verbally confirm these comments to confirm they have been accurately documented.
6. The IPO will accept and consider any documents or submissions relevant to the applicant's case. You are requested to submit any documentary evidence or other information to support your client's claim, in advance of the interview by emailing info@ipo.gov.ie, with your client's name and reference number in the subject line.



7. The applicant will be afforded short breaks during the interview at the discretion of the interviewer, **and/or at the request of the applicant.**
8. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff/authorised personnel at interview.

Name of Legal Rep (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



IPO 01 (FORM I)

I. Procedure to be observed by the interviewer in relation to a Legal Representative attending at online interviews under the International Protection Act 2026.

In the case of legal representative accompanying either an adult international protection applicant or an unaccompanied minor/accompanied minor to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself.
2. The interviewer will ask for verbal confirmation that the legal representative has read and agrees to the relevant *Code of Conduct* in relation to a legal representative attending at interview.
3. The interviewer will confirm the legal representative has read and agrees to abide by the Code of Conduct.
4. The interviewer will ask the legal representative for photographic proof of identification (e.g. passport, driver's licence). The proof of identity will be noted in the interview record and a copy placed on file. Additional identification to prove legal representation is required, this includes:
 - Identity document (Passport/driver's licence)
 - headed note paper showing that the legal representative is employed by the firm stated to be representing the applicant;
 - in the case of a legal clerk attending on behalf of a law firm, the legal clerk will be required to lodge a letter on the firm's headed note paper. This letter will contain confirmation by one of the qualified solicitors in that firm that the legal clerk is authorised to attend the IPO on behalf of the firm concerned.
5. If the interviewer has any doubts about the identity documents produced, please consult with your manager.
6. If the legal representative does not produce evidence of their identity or fails to observe the *Code of Conduct*, the interviewer will remind them of their obligations under the Code. If the non-co-operation continues the interviewer should:
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the legal representative with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the interviewer will inform them that they are **not** allowed to sit in at the interview and they must leave.
7. Under no circumstances should an interview be cancelled/postponed and/or adjourned if the legal representative cannot produce proof of identity and/or if they will not observe the protocol outlined above.
8. A verbal confirmation that the legal representative agrees to the Code of Conduct will be documented and time stamped by the interviewer and be placed on the international protection applicant's file.
6. The IPO and the interviewer will also have regard to the IPO's Children First Guidelines.
11. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



IPO 01 (FORM J).

J. Code of conduct to be observed by third party on approval by CP AP / HEO when applicant has special needs or requires other support at the IPO for interview under the International Protection Act 2026.

In the case of third party accompanying either an adult international protection applicant to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself.
2. Before the interview commences the interviewer will give the legal representative a copy of the relevant *Code of Conduct* in relation to a third party attending at an interview.
3. The interviewer will ask the third party to read the *Code of Conduct* and orally confirm it. This will be time/date stamped.
4. The interviewer will ask the third party for proof of identity. The proof of identity will be noted in the interview notes and a copy placed on file. Accepted identification for a third party attending at interview includes the following:
 - Identity document (Passport/driver's licence)
 - Approved letter of attendance from IPO.
5. If the interviewer has any doubts about the identity documents produced, please consult with your manager.
6. The third party should have the IPO approval letter of their attendance.
7. If the third party does not produce evidence of their identity or fails to observe the *Code of Conduct*, the interviewer will remind them of their obligations under the Code. If the non-co-operation continues the interviewer should
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the legal representative with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the interviewer will inform him/her that they are **not** allowed to sit in at the interview and they must leave.
8. Under no circumstances should an interview be cancelled/postponed and/or adjourned if the third party cannot produce proof of identity and/or if they will not observe the protocol outlined above.
9. The interviewer will place the time/date stamped *Code of Conduct* document on the international protection applicant's file.
10. The IPO and the interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.

Name of third party attendee (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy



K. Procedure to be observed by the interviewer in relation to an approved third party attending with an applicant at interviews under the International Protection Act 2026

In the case of a third party official, such as DRCC accompanying an applicant to their interview the following procedure must be followed by the interviewer:

1. At the outset of the interview the interviewer will introduce himself/herself/themselves.
2. Before the interview commences the interviewer will give the TUSLA official a copy of the relevant *Code of Conduct* in relation to an IPO approved third party attending at interview.
3. The interviewer will ask the IPO approved third party to read the *Code of Conduct* and time/date stamp this confirmation.
4. The interviewer will ask the IPO approved third party for proof of identity. The proof of identity will be noted in the interview notes and a copy placed on file. For identification purposes, the following documentation will be accepted by the IPO:
 - an official ID card
 - the approval from IPO
 - a letter from the approved third party indicating the official is employed by the DRCC for example.
5. If the Interviewer has any doubts about the identity documents produced, please consult with your manager.
6. If the third party does not produce evidence of his/her identity or fails to observe the *Code of Conduct*, the interviewer will remind him/her of their obligations under the Code. If non co-operation continues the interviewer should
 - call a short break and bring the matter to the attention of their HEO/AP;
 - the HEO/AP will attend the interview and seek the co-operation of the third party official with the *Code of Conduct*;
 - if co-operation is still not forthcoming, the interviewer will inform him/her that they are **not** allowed to sit in at the interview and they must leave.

This will mean that the interview will then have to be postponed and rescheduled.
7. The relevant manager in the case will then consult with their AP and a letter will be sent to the IPO approved third party by the relevant AP reporting the incident and asking the Agency for an undertaking that this practice will not be repeated so that an interview can then be rescheduled with a view to bringing the case to finality.
8. The interviewer will place the time/date stamped confirmation *Code of Conduct* document on the international protection applicant's file.
9. The interviewer will have regard to the procedures pertaining in the IPO regarding safety of staff and in particular in relation to IPO staff at interview.



Name of third party attendee (Block Capitals):
Company:
Contact Tel No.:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

For IPO
Proof of ID provided (Y/N):
Format:
Oral confirmation: Yes No
Time Stamp: tt:tt dd/mm/yyyy

Reference: IPO 01	Approved by: PO Anthony Doyle
Cross Reference: IPO (PP)	Original date issue: 12/06/2026
Prepared by: IPO	